

Consultant Resources Directory

A service of the Management and Planning Staff
Justice Management Division
Spring 2000

Introduction

Why We're Publishing this Directory

Government management consulting is in increasing demand. Federal managers frequently rely on consultants to both define their organizational problems and then implement the needed changes. And GSA's Management, Organizational, and Business Improvement Services (MOBIS) Schedule has proven invaluable in allowing federal managers to quickly access a broad range of experienced management consulting firms. In Fiscal Year 1998, MOBIS contractors provided over \$232 million worth of services to federal agencies; in Fiscal Year 1999, MOBIS contractors provided over \$410 million in services. DOJ's portion of these totals were approximately \$6 million in Fiscal Year 1998 and \$9 million in Fiscal Year 1999.

In order to "get the word out" about these GSA's contracts, the Department of Justice Management and Planning Staff, Justice Performance Team, began publishing the first ***Justice Performance Review, Consultant Resources Clearinghouse Directory*** in 1995. The *Directory* listed the contractors on a then new Federal Supply Schedule (FSS) issued under the umbrella of Total Quality Management (TQM).

GSA continued to expand and update the Schedule, demonstrating two principal reinvention tenets: "cutting red tape by reducing regulations and streamlining procedures" and "empowering employees by increasing their decision-making authority." In keeping with these tenets, GSA in 1997 replaced the TQM schedule with the current MOBIS Schedule. The variety of needs MOBIS contractors can respond to include: process and systems improvement; business process reengineering; strategic and business planning, and performance management. In fact, GSA recently added a new category of services to meet government needs in privatization support services and documentation (A-76).

MOBIS Is Easy to Use and Can Save You Time and Money

Gone are the days when delay was part of every purchase and when dreary piles of paperwork weighed down almost every transaction. GSA's improved multiple award Federal Supply Schedules, including MOBIS, do away with procurement hassles. GSA has done much of the hard work for you. This leaves you more time to do what's really important: selecting and working with a contractor who can help your organization.

In developing the MOBIS contract, GSA listened to its customers – Federal program managers, focus groups, National Performance Review officials, and contractors. As a result, GSA implemented the following streamlined changes:

- If your order is under \$2,500, you now may pick a MOBIS contractor of your choice and prepare a Statement of Work. GSA has competed everything and determined fair prices.
- You can select goods and services based on "best value", rather than lowest price (on or off Federal Supply Schedule).
- You no longer need to supply justifications/documentation for your purchases to GSA.
- Maximum Order Limitations have been removed. If your order is over the Maximum Order Level of \$1,000,000, you can request a better price.
- You can use Blanket Purchase Agreements (BPAs) to maximize savings through quantity and volume discounts. GSA even provides a suggested BPA format at their MOBIS web site: <http://www.northwest.gsa.gov/fss/services/mobis.htm>.

- Some MOBIS contractors will accept payment by government credit card. Check the contractor's catalog/price list.
- MOBIS contractors can "team" to better meet your needs. You get the resources of two companies working together to address your issues.

What You'll Find in This Directory

The purpose of the *Directory* is to help managers within the Department take advantage of these streamlined processes to quickly and efficiently access the services of competent consultants. We will update this *Directory* yearly. For more detailed information, be sure to visit GSA's MOBIS website at <http://www.northwest.gsa.gov/fss/services/mobis.htm>. In the ***Consultant Resources Directory*** you will find:

- the factors to consider in deciding whether to use the MOBIS schedule
- an alphabetical listing of more than 400 companies that were listed on the MOBIS schedule at the time we went to press. Since additional contractors are added frequently, for an "up to the minute" contractor listing (including the ability to sort by location) and more detailed ordering information, visit the MOBIS website at <http://www.northwest.gsa.gov/fss/services/mobis.htm>.
- two page profiles of those MOBIS companies who responded to our invitation to supply a profile. These profiles will give you a "thumb nail sketch" of the company and should help in the contractor selection process. These profiles are updated yearly. In the future electronic version of the *Directory*, we hope to update these profiles quarterly.

In addition to the *Directory*, the Management and Planning Staff has on file marketing materials from many MOBIS companies for viewing at our offices in Suite 1400, National Place Building, Washington, DC 20530. Please send us an e-mail at Kathy.M.Riddle@usdoj.gov if you are interested in looking at the marketing materials. Many companies also maintain an Internet site where you will find supplemental information. We have tried to note these web site addresses in the *Directory*.

Let Us Hear From You

We hope you find the *Consultant Resources Directory* helpful. If you have suggestions about ways to improve it, please share them with us at Kathy.M.Riddle@usdoj.gov.

Before You Get Started Issues to Consider

Before You Get Started-Issues to Consider

Get the Most for Your Organization From Your Consulting Experience

- Hire consultants only when you need to gain specific expertise your staff lacks, when you're under a tight deadline, and when you need an independent and objective view.
- Get your senior managers to commit to sticking with the project.
- Do your homework! Narrow down what you want. Otherwise, you may give the consultant license to go on a fishing expedition.
- Have a clear objective in mind, weigh whether you truly need a consultant to achieve it. Seek consultants for their special knowledge or expertise, a different perspective, a creative approach and to get an independent, respected stamp of approval.

Using the MOBIS Schedule - Procurement Process

Orders under \$2500

An order can be placed directly with the contractor for the service that best meets your needs, as defined in your statement of work.

Orders over \$2500

To ensure a "Best Value" determination is made, as required by the Federal Acquisition Regulation (FAR) 8.404:

- Briefly evaluate catalogs and price lists to identify at least three contractors that appear to offer the best value considering the scope of services offered, hourly rates, and other appropriate factors such as location.
- Define for the MOBIS vendors what you need by developing a performance based statement of work. Your statement of work should include: work to be performed; location of work; period of performance; deliverable schedule; applicable standards; acceptable criteria; any other special requirements (i.e., security clearances, travel)
- Transmit your statement of work, with a requisition, to your ordering office.
- Your ordering office will develop a Request for Quotations (RFQ), which will include your statement of work. Your ordering office will also work with you in developing the Request for Quotation's evaluation criteria, which will advise the MOBIS vendors of the basis on which award will be made.
- Your ordering office will send the Request for Quotations to at least three MOBIS vendors.
- You will evaluate the vendors' responses in accordance with the pre-established evaluation criteria and explain your selection decision. Oral presentations can be used, either in conjunction with or in lieu of written proposals. An excellent introduction to the use of oral presentations can be found at <http://www.pr.doe.gov/oral.html>. Keep the following points in mind as you evaluate individual offers:
 - Check the firm's references and performance record - talk with people the consultants say they worked for on previous similar projects.
 - Ask questions -- did they deliver on time? Were they difficult to work with? Did they stir up trouble in your organization along the way? What did you do with their recommendations? (If nothing, why?)

- ▶ Check out which partner is responsible for your project. Who will be the project manager?
- ▶ Make sure the firm has significant experience doing what you need its experts to do.
- ▶ Meet the staffers who will work on your project and make sure you trust them.
- ▶ Have an agreement that the contractor won't replace the core team they put together in order to convince you to go with them.

Your procurement office will then issue a task (delivery) order under the supply schedule to cover the work.

For additional information on MOBIS ordering requirements, see the MOBIS web site at:
<http://www.northwest.gsa.gov/fss/services/mobis.htm>.

MOBIS Services

SIN 874-1 CONSULTATION SERVICES

Contractors shall provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. This may also include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include, but are not limited to:

- strategic, business and action planning
- systems alignment
- cycle time
- process and productivity improvement
- organizational assessments
- high performance work
- leadership systems
- performance measures and indicators
- program audits and evaluations

SIN 874-2 FACILITATION SERVICES

Contractors shall provide facilitation and related decision support services to agencies engaging in collaboration efforts, working groups or integrated product, process or self-directed teams. Agencies bringing together diverse teams and/or groups with common and divergent interests may require a neutral party to assist them in:

- the use of problem solving techniques
- resolving disputes, disagreements and divergent views
- defining and refining the agenda
- convening and leading large and small group briefings and discussions
- providing a draft for the permanent record
- recording discussion content and focusing decision-making
- debriefing and in overall planning

SIN 874-3 SURVEY SERVICES

Contractors shall provide expert consultation, assistance and deliverables associated with all aspects of surveying within the context of MOBIS. Contractors shall assist with, and/or perform all phases of the survey process to include, but not limited to:

- planning survey design
- defining and refining the agenda
- administering surveys using various types of data collection methods as appropriate
- sampling; survey development
- database administration
- analyses of quantitative and qualitative survey data

- pretest/pilot surveying
- assessing reliability and validity

Production of reports to include, but not limited to:

- description and summary of results with associated graphs, charts and tables
- description of data collection and survey administration methods
- discussion of sample characteristics and representativeness of data
- analysis of non-response
- briefing of results to include discussion of recommendations and follow-up actions

SIN 874-4 TRAINING SERVICES

Contractors shall provide off-the-shelf, or customized off-the-shelf training packages under this SIN to meet specific agency needs related to management, organizational and business improvement services, such as, but not limited to:

- customer service; team building
- performance measurement
- business process reengineering
- strategic planning
- process improvement
- performance problem-solving
- ISO 9000 and ISO 14000
- statistical process control
- quality management
- benchmarking
- change management

Customization of off-the-shelf training can be done by modifying the following:

- workbooks
- training manuals
- overhead transparencies
- computer based training
- videotapes
- advanced presentation media

SIN 874-5 SUPPORT PRODUCTS

Support products are those items used in support of services offered in SINs 1 through 4 and 6. They could include:

- workbooks
- training manuals
- slides

- state-of-the-art computer based training
- CD-ROMs
- audio cassette tapes
- videotapes
- overhead transparencies
- assessment/survey instruments
- advanced presentation media

SIN 874-6 PRIVATIZATION SUPPORT SERVICES AND DOCUMENTATION (A-76)*

Contractors shall provide expert advice, consultation, assistance and documentation in support of studies conducted under OMB Circular A-76 or other privatization/commercial activities studies, projects or efforts. These services may include, but are not limited to:

- strategic, tactical and operational level planning support
- initial study planning
- development of Performance Work Statements (PWS)
- development of in-house Government cost estimates
- development of Quality Assurance Surveillance Plans (QASP)
- administrative appeal process support
- comparison of in-house bids to proposed Interservice Support Agreement (ISSA) prices
- performance of management studies to determine the Government's Most Efficient Organization (MEO)

SIN 874-7 PROGRAM INTEGRATION AND PROJECT MANAGEMENT SERVICES

Contractors shall provide services to manage and integrate various management and business improvement programs and projects that may or may not be the result of MOBIS recommendations to a Federal activity. These services may include:

- Projects internal to or between Federal agencies
- Project management that connects and maintains liaison between multiple contractors
- Monitoring of multiple projects

SIN 874-8 ALTERNATIVE DISPUTE RESOLUTION (ADR) SERVICES

Contractors shall provide expert services in the support of agency Alternative Dispute Resolution (ADR) programs both formal and informal. ADR in support of Equal Employment Opportunity (EEO) disputes are specifically excluded and is covered under a separate GSA Federal Supply Schedule. These services could include:

- Facilitated, preventive, fact-finding, advisory, or imposed ADR
- Ombudsmen
- Negotiated rule-making
- Special masters
- Early neutral evaluation
- Non-binding arbitration

- Mediation
- Partnering
- Joint problem solving
- Magistrates, private judging
- Binding arbitration
- Conciliation
- Consensus building
- Neutral experts
- Summary jury trials, mini-trials

SIN 874-99 NEW SERVICES*

May be a task, procedure or product existing in the commercial market that is being developed, improved or not yet introduced to the federal government or not currently available under any GSA Contract, categorically related to this procurement.

**** Note these two newest categories of MOBIS services***

Federal Supply Schedule Contractors List

Federal Supply Schedule Contractors List

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
A.T. Hudson & Co., Inc. 690 Kinderkamack Rd. Oradell, NJ 07649	✓	
	1	
Abacus Technology Corp. 5454 Wionsin Ave., Suite 1100 Chevy Chase, MD 20815		
	1,2,3,4,6	
ABT Associates, Inc. 55 Wheeler Street Cambridge, MA 02138-1168		
	1,2,3,6	
Achieve Global, Inc. 55 Inverness Drive East Englewood, CO 80112-5498		✓
	1,2,4,5	
Acton Burnell 1500 N. Beauregard St., Suite 210 Alexandria, VA 22311	✓	✓
	1,2,4,5	
Advanced Engineering & Research Associates, Inc. 1919 South Eads Street, Suite 400 Arlington, VA 22202		
	1,2,3,6	
Advanced Technologies & Laboratories Int'l Inc. (ATL) 20251 Century Blvd, Suite 200 Germantown, MD 20874		
	1,2,3,4,5	
Advancia Corporation 800 Research Parkway, Suite 250 Oklahoma City, OK 73104		
	1,2,3	
AFR & Associates, Inc. 250 Georgia Ave., Suite 367 Atlanta, GA 30312		
	1,2,3	
Agree Corporation 2203 Cedar Cove Court Reston, VA 20191		
	1,2,3,4,5,6	
Alamo Learning System 360 Crow Canyon Road, Suite 280 San Ramon, CA 94583		
	1,4,5	
Alffer Consulting 4802 Liebel Court San Diego, CA 92117	✓	
	1,2,3,4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Allegiance Healthcare Corp 1450 Waukegan Road – MPBL03 McGaw Park, IL 60085		1
The Alliance Group P.O. Box 4218 North Potomac, MD 20885		1
Alpha Solutions Corp. 1112 Laskin Rd. Virginia Beach, VA 23451	✓	✓
	1,2,3,4	
American Institute for Research 3333 K Street, NW Washington, DC 20007		1,2,3
American Management Systems, Inc. 4114 Legato Road Fairfax, VA 22033		✓
	1,2,3,4,5	
American Supplier Institute 38701 Seven Mile Road, Suite 355 Livonia, MI 48152		1,2,4,5
Analysis Group, Inc. One Brattle Square, 5th Floor Cambridge, MA 02138		1
Analytic Services, Inc (ANSER) 1215 Jefferson Davis Hwy, Suite 800 Arlington, VA 22202-3251		1,2,3
Andrulis Corporation 2800 Shirlington Road, Suite 600 Arlington, VA 22206		1,2
Antares Group Inc. 4351 Garden City Drive, Suite 301 Landover, MD 20785		1,2,3
Anteon Corporation 3211 Jermantown Rd, Suite 700 Fairfax, VA 22030-2801		✓
	1,2,3,4,5,6	
Apex Inc. (A Division of Advanced Performance Executive, Inc.) 10387 Main Street, Suite 200Fairfax, VA 22030		✓
	1,2,3,4,5,6	
Applied Futures, Inc. PMB #233, 2101 Crystal Plaza Arcade Arlington, VA 22202		✓
	1,5,6	

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COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Applied Management Corporation P.O. Box 6286 Arlington, VA 22206		
	1,2,6	
Applied Management Engineering Inc. 101 N. Lynnhaven Road, Suite 300 Virginia Beach, VA 23452		
	1,3,4,5,6	
Applied Management System 6116 Executive Boulevard, Suite 440 Rockville, MD 20852		
	1,2,3	
Applied Quality Systems, Inc. 2595 Hamline Ave. N St. Paul, MN 55113-3156		✓
	1,2,4	
APQC Consulting Group, Inc. P.O. Box 297413 Houston, TX 77297	✓	✓
	1,2,3,4,5	
Aquidneck Management Associate 28 Jacome Way Newport, RI 02840	✓	✓
	1,2	
Arbor, Inc. Arbor Corporate Center One West Third Street Media, PA 19063		
	1,2,3,4,5	
ARCCA, Incorporated 5 Choke Cherry Road, Suite 325 Rockville, MD 20850		
	1,2,3,4,5	
Arthur Andersen LLP 1150 17th St. NW, Suite 901 Washington, DC 20036		
	1,2,3,4,5,6	
Arthur D. Little Inc. Acorn Park Cambridge, MA 02140-2390	✓	✓
	1,2,3,4,5	
Arthur Langhus Layne - LLC 1305 E. 15 th Street, Suite 205 Tulsa, OK 74120		
	1,2,3	
ASD Corporation 6426 Cavalier Corridor Falls Church, VA 22044-1206		
	1,2,3,4	
Aspen Systems Corp. 2277 Research Blvd Rockville, MD 20850		
	1,2,3	

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	SERVICES PROVIDED	
Atlantic Management Center Inc. (AMCI) 6066 Leesburg Pike, Suite 700 Falls Church, VA 22014-0509		
	1,2,4,5	
Atlantic Rim Group 1725 Jefferson Davis Hwy., Suite 203 Arlington, VA 22202		
	1,2,3,4,5	
Automation Research Systems, Limited 4480 King Street Alexandria, VA 22302		
	1,2,3	
Avatar International, Inc. Orlando Corporate Center 106 Commerce Street, Suite 102 Lake Mary, FL 32746		
	1,2,3,4,5	
Basile Baumann Prost & Associates, Inc. Nichols Center Suite 10 177 Defense Highway Annapolis, MD 21401		
	1,2,3,5,6	
Battelle Columbus Operation 505 King Avenue Columbus, OH 43201-2693		
	1,2,3,6	
BDM International (TRW Systems and Information Technology Group) BDM Division, Federal Systems Unit 1501 BDM Way McLean, VA 22101	✓	
	1,2,3,4,5,6,7	
Bekaert Associates, Inc. dba Bekaert Consulting 2440 Sandy Plains Rd., Bldg. 1, Ste. 100 Marietta, GA 30066-7207		
	1,2,3,4,5	
Bentley, Adams, Hargett, Riley & Co. d.b.a. BAHF, Inc. 120 S Payne Street Alexandria, VA 22314	✓	✓
	1,2,3,6	
Bert Smith & Co. 1401 New York Avenue N.W. Suite 540 Washington, DC 20005		
	1,2,3	
Best Practices Benchmarking & Consulting, LLC 6320 Quadrangle Drive, Suite 200 Chapel Hill, NC 27514-7815	✓	✓
	1,3,4	

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	SERVICES PROVIDED	
Birch & Davis Associate 8905 Fairview Road, Suite 200 Silver Spring, MD 20910		
	1,2,3,6	
Blair and Burke, LLC P.O. Box 9927 College Station, TX 77842		
	1	
Blue Canyon Partners, Inc. 2150 Bennett Avenue Evanston, IL 60201		
	1,2,4,6	
Booz, Allen, & Hamilton, Inc. 8283 Greensboro Drive McLean, VA 22102-3838		
	1,2,3,4,5,6	
Bottom Line Inc. 4051 Blumenthal Rd. Greensboro, NC 27406		✓
	1,2,3,4,5	
Bottomline Solutions, Inc. 5105 Elsmere Ave. Bethesda, MD 20814		
	1,2,3,4	
Bradson Corporation 1735 Jefferson Davis Hwy., Suite 705 Arlington, VA 22202		✓
	1,2,3,4,5	
Brand Consulting Group Two Indian Hill Road Pittsburgh, PA 15238	✓	✓
	1,4,5	
Brandegge, Inc. 10 Bedford Square Pittsburgh, PA 15203	✓	
	1,2,4	
Brandes Associates, Inc. 1417 Crestline Drive Santa Barbara, CA 93105		
	1	
Bregman & Company, Inc. 4827 Rugby Ave. Bethesda, MD 20814		
	2,7,8	
BRTRC, Inc. 8260 Willow Oaks Corporate Drive, Suite 800 Fairfax, VA 22031		
	1,2,4	
Brummitt-Lowe Dev., Co. dba Cybernetics Leadership Center 818 Encino Lane Coronado, CA 92118		✓
	1,2,3,4,5	

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	SERVICES PROVIDED	
Burdeshaw Associates, Ltd. 4701 Sangamore Road Bethesda, MD 20816		
	1,2,3,6	
Burns & Roe Enterprises, Inc. 800 Kinderkamack Road Oradell, NJ 07649		
	1	
Business Plus Corporation of New Jersey 400 Morris Avenue, Suite 233 Denville, NJ 07834		
	1,2,3	
Business Reengineering Resources, Inc. dba Canal Bridge Consulting 6805 Canal Bridge CourtPotomac, MD 20854-3863	✓	✓
	1,2,4,5	
C2 Multimedia, Inc. 7700 Leesburg Pike, Suite 231 Falls Church, VA 22043	✓	✓
	1,2,4,5	
The Cadmus Group, Inc. 135 Beaver Street Waltham, MA 02452	✓	
	1,2,3	
Caliber Associates 10530 Rosehaven St., Suite 400 Fairfax, VA 22030	✓	✓
	1,3,4	
CALIBRE Systems, Inc. 5111 Leesburg Pike, Suite 514 Falls Church, VA 22041		
	1,2,6	
CareerTrack, Inc. 3085 Center Green Dr. Boulder, CO 80301		✓
	4	
Carla Carter & Associates, Inc. 6400 N. Camelback Manor Drive Paradise Valley, AZ 85253		
	1,2,4,5	
CEN Corp., dba Cencor 5252 Cherokee Ave, Suite 100 Alexandria, VA 22312		
	1	
Center for Strategic Management 821 West Ben Field Road, Suite 1 Severna Park, MD 21146		
	1,2,3,4,5	
CETROM Consulting Engineering Services, Inc. 818 West Diamond Avenue, Suite 300Gaithersburg, MD 20878		
	1	

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	SERVICES PROVIDED	
CFI Group, Inc. 625 Avis Drive Ann Arbor, MI 48108-9649		
	1,3	
Change Navigator P.O. Box 1118 Loveland, CO 80539		
	1,2,3,4,5	
The Chauncey Group Int'l 664 Rosedale Road Princeton, NJ 08540		
	1,99	
Chemonics International, Inc. 1133 20 th St. NW, Suite 600 Washington, DC 20036		
	1,2,3,4,5	
Chesapeake Consulting, Inc. 3317 Duke St. Alexandria, VA 22314	✓	✓
	1,2,3,4,6	
CI International 2605 S. Estes Street Lakewood, CO 80227		
	1,2,3,4,5	
Clifton Gunderson L.L.C. 7833 Walker Drive, Suite 440 Greenbelt, MD 20770		
	1	
Clifton L. Smith, Inc. Management & Organization Development Consultant 477 Ocean Ave North, Suite G3Long Branch, NJ 07740		
	1,2,3,4	
The CNA Corporation 4401 Ford Avenue Alexandria, VA 22302	✓	✓
	1,2,3	
Columbia Research Corp. 2531 Jefferson Davis Hwy Suite 100, 13 th Floor Arlington, VA 22202		
	1,2,3,4,7	
Communications Training Analysis Corp. 8411 Arlington Blvd, Suite 300 Fairfax, VA 22031		
	1	
Competitive Solutions, Inc. 1100 Alpha Court, Suite B Alpharetta, GA 30201	✓	✓
	1,2,3,4,5	

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	SERVICES PROVIDED	
Competitive Technologies, Inc. 1384 Heritage Acres Blvd., Suite B Rockledge, FL 32955	✓	✓
	1,2,3,4,5	
Comprehensive Technologies International, Inc. 3951 Pender Drive, Suite 120 Fairfax, VA 22030-6035		
	1,2,3	
Computer Aided Process Improvement (CAPI) 830-13 A1A North, Suite 327 Ponte Vedra Beach, FL 32082	✓	✓
	1,4	
Computer Sciences Corp. 3160 Fairview Park Drive Falls Church, VA 22042	✓	✓
	1,2,3,4,5	
The Concours Group 3 Kingwood Place, 800 Rockmead Drive Kinwood, TX 77339		
	1	
Consultants In Continual Improvement 5518 Amesfield Court Rockville, MD 20853	✓	✓
	1,2,3,4	
Conwal Incorporated 6858 Old Dominion Drive, Suite 200 McLean, VA 22101		
	1,2	
The Corporation of Mercer University Mercer Engineering Research Center (MERC) 1861 Watson Boulevard Warner Robins, GA 31093	✓	✓
	1,2,3,4,6	
Council for Continuous Improvement 1777 Barcelona Street Livermore, CA 94550	✓	✓
	4,5	
Crown Consulting, Inc. 1133 21 st Street, NW, Suite 300 Washington, DC 20034		
	1,2	
Cubic Applications, Inc. 4550 Third Avenue SE, Suite B Lacey, WA 98503		
	1,2,3,7	
The Cumberland Group 11260 Chester Rd., Suite 260 Cincinnati, OH 45246-4050	✓	✓
	1,2,3,4,5	
D.M. Saunders and Associates, Inc. 6301 Ivy Lane, Suite 108 GreenBelt, MD 20770		
	4	

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DATEX, Inc. 7799 Leesburg Pike, Suite 1150N Falls Church, VA 22043		
	1,2,3,7	
Davies Consulting, Inc. 6935 Wionsin Ave., Suite 600 Chevy Chase, MD 20815-6109		✓
	1,2,3,5	
Dayton Aerospace, Inc 4141 Colonel Glenn Highway, Suite 252 Dayton, OH 45431		
	1,2,4,5	
DCS Corporation 1330 Braddock Place Alexandria, VA 22314		
	1	
DDL OMNI Engineering LLC 8260 Greensboro Drive, Suite 600 McLean, VA 22102		
	1,2,6,7	
Decision Dynamics, Inc. 4600 East West Highway, Suite 410 Bethesda, MD 20814		
	1	
Decision Strategies/Fairfax International, LLC 3141 Fairfax Park Drive, Suite 850 Falls Church, VA 22042-4507		
	1	
Decisive Analytics Corp. 1235 Jefferson Davis Highway, Suite 400 Arlington, VA 22202		
	1	
Defense Forecast, Inc. dba DFI International 11 Dupont Circle, NW, 9 th Floor Washington, DC 20036-1202		
	1,2,3	
Delclos/Walsh Associates, Inc. 1499 Chain Bridge Rd., Suite 201 McLean, VA 22101	✓	✓
	1,2,3,6	
Deloitte & Touche, LLP 1750 Tysons Boulevard McLean, VA 22102-4219		
	1,2,3,4,5,6	
Designers & Planners, Inc. 2120 Washington Blvd, Suite 200 Arlington, VA 22204		
	1,2,3,4	
Digicon Corp. 1355 Piccard Drive, Suite 200 Rockville, MD 20850		
	1,2,3	

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COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Digital Systems Research 4301 N Fairfax Drive, Suite 725 Arlington, VA 22203		
	1,2,3,4,5	
Directed Technologies, Inc. 4001 N. Fairfax Drive, Suite 775 Arlington, VA 22203		
	1,2	
Dougherty & Associates, Inc. 6652 Dunwich Way Alexandria, VA 22315	✓	✓
	1,2,3,4,5	
DTI Associates, Inc. 2920 S Glebe Road Arlington, VA 22206		
	1,2	
DUCOM, Inc. 850 Sligo Avenue, Suite 700 Silver Spring, MD 20910		
	1	
Dun & Bradstreet Government Service 1700 N. Moore Street, Suite 1250 Arlington, VA 22209		
	1	
Dynamic Systems, Inc. 635 Slater Lane Alexandria, VA 22314	✓	✓
	1,2,3,4,5	
Dynamics Research Corp. 60 Frontage Road Andover, MA 01810		
	1,2,3	
DynCorp I & ET 11710 Plaza America Reston, VA 20190		
	1,2,3	
E.H. Pechan & Associates, Inc. 5537-B Hempstead Way Springfield, VA 22151		✓
	1,2,3	
Eagle Research Group, Inc. 1925 N. Lynn Street, Suite 803 Arlington, VA 22209-1707		✓
	1,2	
ebb associates, inc. P.O. Box 657 311 East Winconsin Street, Suite 201 Portage, WI 53901		
	1,2,3,4,5	
El Review & Company, Inc. 221 Pat Road Knoxville, TN 37922		
	1,2,3,4,5,6	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Electronic Data System Corporation (EDS) 13600 EDS Drive, A6N-D48 Herndon, VA 20171-3225	✓	✓
	1,2,3	
ELS, Inc. 14120 Parke Long Court, Suite 210 Chantilly, VA 20151-1646	✓	✓
	1,2,4	
EMG 11011 McCormick Road Hunt Valley, MD 21031		✓
	1	
ENTEK, Inc. 515 Wythe Street Alexandria, VA 22314	✓	✓
	1,2,3	
Ernst and Young, LLP 1225 Connecticut Ave. NW Washington, DC 20036		
	1,2,3	
Escoe/ Bliss Communication 17880 Skypark Circle, Suite 101 Irvine, CA 92614	✓	✓
	1,2,3,4,5	
ESI International, Inc. 4301 N Fairfax Dr., Suite 800 Arlington, VA 22203		
	1,3,4	
Esource Corp. dba Executemp, Inc. 1509 Atkinson Road, Suite A Lawrenceville, GA 30043		
	1,2	
EuroQuest 8351 Roswell Rd., Suite 171 Atlanta, GA 30350	✓	✓
	1,2,4,5	
Facilitation Advisors Bureau 4639 South 30th Rd. Arlington, VA 22206	✓	✓
	1,2	
The Federal Market Group, LTD 9625 Surveyor Ct, Suite 120 Manassas, VA 20110		
	1,2,4,6	
Fentress, Inc. 945 Sunset Valley Dr. Sykesville, MD 21784-5832		
	1	
Fields Consulting Group, Inc. 4031 University Drive, Suite 200 Fairfax, VA 22030		
	1,3,4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Foresight Science & Technology, Inc. P.O. Box 6815 47 North Second Street, Third Floor New Bedford, MA 02740		
	99	
The Forum Corporation of North America 8401 Corporate Drive, Suite 415 Landover, MD 20785-2224	✓	✓
	1,2,3,4,5	
Foster Wheeler Environmental Corp. 143 Union Blvd., Suite 1010 Lakewood, CO 80228		
	1,2,4	
Fox Lawson & Associates, LLC 3101 Old Highway 8, Suite 304 Roseville, MN 55113-1069		✓
	1	
FPMI Communications, Inc. 707 Fiber Street Huntsville, AL 35801		
	1,2,4,5,7,8	
Franklin Covey Client Sales, Inc. 360 West 4800 North Provo, UT 84604		
	1,2,3,4,5	
FTS Consulting, Inc. 5448 West Chester Rd. West Chester, OH 45069		
	1,2, 4,5	
Futron Corporation 7315 Wionsin Ave., Suite 900W Bethesda, MD 20814		✓
	1,2,3,4,5	
Future Technologies, Inc. 1420 Spring Hill Road, Suite 205 McLean, VA 22102	✓	✓
	1	
G. Bhalla & Associates, Inc. 8605 Westwoog Center Dr., Suite 207 Vienna, VA 22181	✓	✓
	1,3	
The Gallup Organization, Inc. One Church St., Suite 900 Rockville, MD 20850		
	1,3,4	
Gartman and Associates 204 Harbor Drive Morehead City, NC 28557	✓	✓
	1,2,4,5,7,8	
Gem Technology 2307 Douglas Road, 5 th Floor Miami, FL 33145		
	1	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Gene Rouleau & Associates, Inc. 2317 Falling Creek Road Silver Spring, MD 20904	✓	✓
	1,2,3,4,5,6	
General Scientific Corporation 1215 Jefferson Davis Highway, Suite 1410 Arlington, VA 22202		
	1,2,3,7	
Geo-Centers, Inc. 7 Wells Avenue Newton Centre, MA 02459-3212		
	1,3	
George G. Sharp, Inc. 635 Slaters Lanes, Suite 200 Alexandria, VA 22314		
	1,2,3,4,5,7,8	
The Gimbal Group 2111 Wilson Blvd., Suite 700 Arlington, VA 22202	✓	✓
	1,2	
Global Options, LLC 1615 L. Street NW, Suite 1350 Washington, DC 20036		
	1	
Gold Coast Technology Exchange Center, Inc. P.O. Box 11669 Santa Ana, CA 92711-1669		
	1,2,4,5	
GRA, Incorporated 115 West Avenue, Suite 201 Jenkintown, PA 19049		
	1,3,6	
Grant Thornton, LLP 2070 Chain Bridge Rd., Suite 375 Vienna, VA 22182-2536		
	1,2,3,4,6	
GRC International, Inc. 1900 Gallows Road Vienna, VA 22182		✓
	1,2,3,4	
Group 81, Incorporated Shirlington Gateway, Suite 802 2800 Shirlington Road Arlington, VA 22206		
	1	
Guidry Associates, Inc. 2231 Crystal Drive, Suite 500 Arlington, VA 22202		
	1	
Gunneson Group International, Inc. 500 International Drive, Suite 255 Mt. Olive, NJ 07828-1381		✓
	1,2,3,4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Hagler Bailly Services, Inc. 1530 Wilson Blvd., Suite 400 Arlington, VA 22209-2406		
	1,2,3	
Harmony, Inc. 4813 St. Elmo Ave. Bethesda, MD 20814		
	1,2,4	
Haslewood Enterprises, Inc. 1009 Commerce Park Drive, Suite 300A Oak Ridge, TN 37830		
	1,2,6	
Hay Management Consultants 4301 North Fairfax Dr., Suite 500 Arlington, VA 22202	✓	✓
	1,2,3,4,5	
Hernandez Engineering, Inc. 17625 El Camino Real, Suite 200 Houston, TX 77058		
	1	
High Involvement Work Systems 13700 US Hwy. 285, Suite 200 Pine, CO 80470	✓	✓
	1,2,3,4,5	
High Performance Learning, Inc. 53 Flanagan Dr. Framingham, MA 01701	✓	✓
	1,2,4,5	
Hill International, Inc. One Levitt Parkway Willingboro, NJ 08046		✓
	1,2,4,6	
The Hillyer Group 1943 East Arndale Stow, OH 44224		
	1,2,4	
HLC & Associate 1800 Century Park East, Suite 600 Los Angeles, CA 90067-1830		✓
	2,4,5	
Holland & Davis, Inc. 3355 W. Alabama, Suite 1050 Houston, TX 77098		
	1,2,3,4,5	
Houston Associates, Inc. 4601 N. Fairfax Drive, Suite 1200 Arlington, VA 22203		
	1,2,3,5,6	
Hudson Strategic Group 1882 Princeton Ave. Atlanta, GA 30337		
	1,2,3,4,5,6	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Human Dimensions 228 Lynn Manor Dr. Rockville, MD 20850		✓
	1,2,4	
Human Management Services, Inc. 2300 9 th Street South, Suite 300B Arlington, VA 22204		
	1,2,3,4,5	
Human Resource Research Organization 66 Canal Center Plaza, Suite 400 Alexandria, VA 22314-1591		
	1,3	
Human Technology, Inc. 6738 Curran Street McLean, VA 22101		
	1,2,3,4	
Humantech, Inc. 900 Victors Way, Suite 220 Ann Arbor, MI 48108		
	1,3,4,5	
Hurrican Consulting, Inc. 2675 Paces Ferry Road, Suite 225 Atlanta, GA 30339		
	1,2,3,5	
IBES, Inc. 227 Southwind Place Manhattan, KS 66503	✓	✓
	1,6	
ICF, Incorporated 9300 Lee Highway Fairfax, VA 22031-1207		
	1,2,4	
Ikon Group, Inc. P. O. Box 1536 Breckenridge, CO 80424		
	1,2,3,4,5	
Information Delivery, Inc. 2600 Park Lake Drive, #200 Boulder, CO 80301		
	1,2,3	
Information Engineering Service 1700 Diagonal Road – Suite 200 Alexandria, VA 22314		
	1	
Information Mapping, Inc. 411 Waverly Oaks Rd. Waltham, MA 02154		
	1,2,4,5	
Information Service Center 40 Richards Ave. Norwalk, CT 06854		
	1,2,4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Information Spectrum, Inc. 7611 Little River Turnpike Annandale, VA 22003-2602		
	1,2,3,4	
Inovar Partnership 93 Burlington Street Lexington, MA 02420-1707		
	1,2,4,5	
Insite Training & Development, Inc. 8810 Sandrope Court Columbia, MD 21046	✓	✓
	1,2,4	
Insync Corporation 1420 Spring Hill Road, Suite 600 McLean, VA 22102		
	1,3,5	
Intechnology Corporation 4575 Hilton Parkway Colorado Springs, CO 80907		
	1,4,5	
Integrated Engineering Concept 2728 Sherwood Hall Lane Alexandria, VA 22306		
	1,2,3	
Integrated Systems Analysts, Inc. 2800 Shirlington Road, Suite 1100 Arlington, VA 22206		
	1,2,3	
Interaction Research Institute, Inc. 4428 Rockcrest Drive Fairfax, VA 22032		
	1,2,3,4,5	
Intergraph Corp. One Madison Industrial Park Mail Stop IW 1501 Huntsville, AL 35894-0001		
	1,2,3,4,6	
International Business Machines Corp. (IBM) dba Global Government Industry 6710 Rockledge Drive Bethesda, MD 20817		
	1,2,3	
International Computers & Telecommunications, Inc 18310 Montgomery Village Ave., Suite 610 Gaithersburg, MD 20879		
	3	
International Consultants, Inc. 4134 Linder Ave. Suite 200 Dayton, OH 45432		
	1,2,3,6	
International Institute for Learning, Inc. 110 E 59 th Street, Sixth Floor New York, NY 10022-1380	✓	✓
	4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
International Leadership Consulting, LLC 39859 The Narrows Road Waterford, VA 20197	✓	✓
	1,2,4	
Irving Burton Assoc., Inc. 1601 Reston Parkway, Suite 100 Reston, VA 20190-3323		
	1,2,5,6	
Ivy Planning Group 10413 Boswell Lane Potomac, MD 20854	✓	✓
	1,2,3,4,5	
J & E Associates, Inc. 1100 Wayne Avenue, Suite 820 Silver Spring, MD 20910		
	1,2,3,7	
J. J. Keller & Associate 3003 W. Breezewood Lane Neenah, WI 54957-0368		
	1,4,5	
James H. Lowry & Associate 211 West Wacker Drive, Suite 950 Chicago, IL 60606		
	1,2,4	
James Martin Government Consulting, Inc. 3050 Chain Bridge Rd., Suite 600 Fairfax, VA 22030-2834		
	1,2,3	
James Martin Government Intelligence, Inc. 3050 Chain Bridge Rd., Suite 410 Fairfax, VA 22030	✓	✓
	1,2,7,8	
JB&A, Inc 5128 Lavery Court Fairfax, VA 22032		
	1,2	
Jefferson Solutions, LLC 1341 G St. NW, Suite 1100 Washington, DC 20005		
	1	
John J. McMullen Associates, Inc. 4800 King Street Alexandria, VA 22302		
	1,2,3	
Johnson & Johnson Associates dba Efe Quality House 3970 Chain Bridge Road Fairfax, VA 22030		✓
	1,2,3,4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Joya Jimenez-DiStefano dba Praxis Associate 1925 Anderson Road Falls Church, VA 22043	✓	✓
	1,2,4	
Jupiter Corporation Wheaton Plaza North Suite 900 2730 University Blvd. West Wheaton, MD 20902	✓	✓
	1,2,3,4,5	
Juran Institute 11 River Road Wilton, CT 06897-0811		
	1,2,3,4,5	
K. W. Tunnell Company 6564 Loisdale Court, Suite 900 Springfield, VA 22150-1812		
	1	
Karrass, Ltd. 8370 Wilshire Blvd, Suite 300 Beverly Hills, CA 90211-2333		✓
	1,4	
The Kel Hodge Company 9481 Arlington Blvd, Suite 103 Fairfax, VA 22031		
	1,2,3,7	
Kelly, Anderson & Associates, Inc. 424 North Washington Street Alexandria, VA 22314-2312	✓	
	1,2,3,4,5,6	
Kentco Corporation 158 Magnolia Road Sterling, VA 20164		✓
	1,2	
The Kevric Company, Inc. 8401 Colesville Road, Suite 610 Silver Springs, MD 20910		
	1,2	
Kormendi/Gardner Partner 1025 Connecticut Ave, NW, Suite 308 Washington, DC 20036		
	1,6	
KPMG LLP 1676 International Drive McLean, VA 22102	✓	✓
	1,2,3,4,5,6	
KRA Corp. 1010 Wayne Ave., Suite 800 Silver Spring, MD 20910		✓
	1,2,3	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
KSJ & Associate 5203 Leesburg Pike, Suite 901 Falls Church, VA 22041		✓
	1	
Labat-Anderson, Inc. 8000 Westpark Drive, Suite 400 McLean, VA 22102		
	1	
Leads Corporation 1110 N. Glebe Road, Suite 800 Arlington, VA 22201		✓
	1,2,3,4	
The Learning Center For Government Leadership 66 Wren Drive Holland, PA 18966		
	4	
The Learning Group Corp. 15200 Shady Grove Rd. Ste 400 Rockville, MD 20850	✓	✓
	1,2,3,4,5	
Lebow Company, Inc. 11820 Northup Way, Suite 101 Bellevue, WA 98005	✓	✓
	2,3,4,5	
Leemak Training Systems, Inc. 920 Hillview Court, Suite 135 Milpitas, CA 95035		
	1,2,3,4,5	
The Lewin Group, Inc. 9302 Lee Highway, Suite 500 Fairfax, VA 22031		
	1	
Link Technologies, Inc. 9830 Kentsdale Drive Potomac, MD 20854		
	1,2,3,4,7	
The Loch Harbour Group, Inc. 6121 Lincolnia Road, Suite 401 Alexandria, VA 22312		
	1	
Lockwood Greene Technologies, Inc. 1201 Oak Ridge Turnpike, Suite 101 Oak Ridge, TN 37830		✓
	1	
Logicon Inc. 3701 SkyPark Dr. #200 Torrance, CA 90505-4794		
	1,2,3,4	
Logistics Management Institute 2000 Corporate Ridge McLean, VA 22102-7805	✓	✓
	1,2,3,4,5,7	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Logistics Value Intergrations, Inc. (LOGVALU) 10803 Stanhope Place, Suite 800 Fairfax, VA 22032-2936		
	1	
Louden Associates, Inc. 28 W. Allegheny Ave. Ste #608 Towson, MD 21204	✓	
	1,2	
The Louis Berger Group, Inc. 1819 H Street, N.W., Suite 900 Washington, DC 20006		
	1,2,3,4,6	
LTC Federal Group P.O. Box 226 7204 Wesley Tyler Road Cifton, VA 20124		
	1	
Lynnette Yount Associate 5653 Seventh Street North Arlington, VA 22205		
	1,2,3,4,5	
Macro International, Inc. 11785 Beltsville Drive Calverton, MD 20705-3119		✓
	1,2,3,4,5,6	
MACTEC, Inc. 1819 Denver West Dr., Suite 400 Golden, CO 80401		✓
	1,2,3,4	
Malouf, Inc. dba LMA, Inc. Executive Office 266 Walker Brooke Rd., Ste A. Mason, NH 03048	✓	✓
	1,2,4,5	
Man-Machine Systems, Inc 3616 Derick Rd. El Paso, TX 79925		
	1,3	
Management Analysis, Inc. 8150 Leesburg Pike, Suite 1100 Vienna, VA 22182		
	1,6	
Management Assistance Group, Inc. 8345 Queen Elizabeth Blvd. Annandale, VA 22003		
	1	
Management Concepts, Inc. 8230 Leesburg Pike, Suite 800 Vienna, VA 22182	✓	✓
	4	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Management Engineering Associates 3709 NW 16th Avenue Camas, WA 98607	✓	✓
	1,2,3,6,7	
Management Strategies, Inc 4502 Deer Spring Road, Suite 400 Middletown, MD 21769		
	1,2,6	
Management System Assessment Corp 1019 Ashburton Drive Dayton, OH 45459		
	1,2,4,5	
Management Systems International 600 Water Street S.W. Washington, DC 20024	✓	✓
	1,2,3,4,5	
Management Worlds, Inc. 47 Maple Street, 2 nd Floor Summit, NJ 07902		
	4	
Mangi Educational Technologies (Division of Mangi Environmental Group Inc.) 701 W Broad St. Falls Church, VA 22046	✓	✓
	1,2,4,5	
Mantech International Corporation (Mantech Systems Engineering Corp) 12015 Lee Jackson Highway Fairfax, VA 22033-3300	✓	✓
	1,2,3,4,5	
Marasco Newton Group, Ltd. 2801 Clarendon Blvd. Arlington, VA 22201	✓	✓
	1,2,3,4,5	
Marconi Systems Technologies, Inc. 1601 Research Boulevard Rockville, MD 20850		
	1,2,3,4	
Market Facts, Inc. 1650 Tyson Blvd., Suite 110 McLean, VA 22101	✓	✓
	3	
Martin Contract Management, Inc 210 Oronoco Street Alexandria, VA 22314		
	1,2	
Maryland Center for Quality & Productivity 4511 Knox Road, Suite 102 College Park, MD 20740		
	1,2,3,4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
MAXIMUS, Inc. 1620 L Street, NW, Suite 1260 Washington, DC 20036		
	1,2,3,6	
McAdams Technologies, Inc. 117 Rowell Court Falls Church, VA 22046		✓
	1, 6	
McManis Associates 1900 K St. NW, Suite 700 Washington, DC 20006		✓
	1,2,3,4	
McNeil Technologies, Inc. 6564 Loisdale Court, Suite 800 Springfield, VA 22150	✓	✓
	1,2,3,4,5,6	
MCR Federal, Inc. 2000 Corporate Ridge, Suite 400 McLean, VA 22102		
	1,2	
McShade Consulting 8306 Forestree Court Vienna, VA 22182		
	1	
Mega-Tech, Inc. 450 West Broad Street, Suite 412 Falls Church, VA 22046		✓
	1,2,4	
Mele Associates, Inc. 7428 Westmore Road Rockville, MD 20850		
	1,2,3,6	
Mendez England and Associates 5550 Friendship Blvd, Suite 230 Chevy Chase, MD 20815-7201	✓	✓
	1,2,4,7	
Metrica, Inc. 10010 San Pedro Ave, Suite 400 San Antonio, TX 78216-3856		
	1,2,3	
Metro Chicago Information Center 360 N. Michigan Ave, # 703 Chicago, IL 60601		
	1,2,3	
MEVATEC Corporation 1525 Perimeter Parkway Suite 500 Huntsville, AL 35806		
	1,2,3,6	
Millican & Associates, Inc. 2699 Stirling Road, Suite C106 Fort Lauderdale, FL 33312		✓
	1	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Mind & Media, Inc. 2016 Mount Vernon Avenue, 1 st Floor Alexandria, VA 22301		
	1,4	
MKI Systems 6564 Loisdale Court, Suite 1000 Springfield, VA 22150		
	1,2,3,4,5,6	
Modern Technologies Corp. 4032 Linden Ave. Dayton, OH 45432-3015		
	1,2,3,4,5,6,7,8	
MOR (Maximizing Organizational Resources Associates) 462 Main Street, Ste 300Watertown, MA 02472-2246	✓	
	1,2,4	
MPRI, Inc 1201 E. Abington Drive, Suite 425 Alexandria, VA 22314	✓	✓
	1	
MRP, Inc. 225 Hillsborough Street, Suite 130 Raleigh, NC 27603		
	1,2,3,4	
MSC Associates, Inc. 2837 Thaxton Lane Oakton, VA 22124		
	4,6	
MTB Investments Inc. 316 S. Goliad, Suite 215 Rockwall, TX 75087		
	1,3	
MTL Services International, Inc. 10507-A Braddock Rd. Fairfax, VA 22032	✓	✓
	1,2,3,4	
National Computer Systems, Inc. 11000 Prairie Lakes Drive Eden Prairie, MN 55344		
	1,2,3,5	
National Seminars Group Business Training & Development 6901 W. 63rd Street Shawnee Mission, KS 66202-4007		
	4	
Newtek International, Inc. 6901 Old Keene Mill Road, #406 Springfield, VA 22150		
	1	
Noonan & Associates 6132 Blackfoot Circle Sedalia, CO 80135	✓	✓
	1,2,3,4	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
North American Management 100 North Pitt Street, Suite 206 Alexandria, VA 22314		
	1,2,3,4,5,6	
OAO Corporation 7500 Greenway Center Drive Greenbelt, MD 20770		
	1,2,3,4,6	
Omni Engineering & Technology, Inc. 7921 Jones Branch Drive, Suite 530 McLean, VA 22102-3306		
	1	
Organizational Development Systems 1200 Prince Street Alexandria, VA 22314		
	1,2,3,4	
Organizational Strategies, Inc. 1300 Crystal Drive, Suite 1606S Arlington, VA 22215	✓	✓
	1,2,4	
Ottawa Financial Corporation 5959 So. Willow Drive, #220 Englewood, CO 80111		
	1,2	
P. H. Associates P. O. Box 3921 Meridian, MS 39303	✓	✓
	2,4,5	
P & I Communications 43300 Oakbrook Ct. Canton, MI 48187-2034		
	1,2,3,4	
Padgett Brown Associates 2050 Lake Audubon Court Reston, VA 20191		
	1	
Paragon Systems, Inc. 3317 Triana Blvd. Huntsville, AL 35805		
	1	
PCG Enterprises dba Pacific Consulting Group 399 Sherman Avenue, Suite 1 Palo Alto, CA 94306		✓
	1,2,3,4	
Perform Tech Consulting 17893 127 Drive North Jupiter, FL 33478-4668		
	1,2,3,4	
Performance Engineering Corp. 3949 Pender Drive Fairfax, VA 22030		
	1,6	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Performance Management Consulting, Inc. 55575 Seminary Road #315 Falls Church, VA 22041		
	1	
Performance Training Resources, LLC 15219 Stuebner – Airline Rd #47 Houston, TX 77069		
	4	
Perry Johnson Registrars 26555 Evergreen Road, Suite 1340 Southfield, MI 48076		
	1,5	
Personnel Decisions Research Institute, Inc. 43 Main Street SE, Suite 405 Minneapolis, MN 55414		
	1,3	
The Pleiades Co, Inc. 20 Dogwood Terrace Wayne, NJ 07470-5130		✓
	1,4	
Plexus Scientific 12501 Prosperity Drive, Suite 401 Silver Springs, MD 20904		
	1,2,3	
Portland State University P.O. Box 751 Portland, OR 97207-0751		
	1,2,4	
PRC, Inc. 12005 Sunrise Valley Dr. Reston, VA 20191		
	1,2,3,4,5,6	
Price Waterhouse Coopers LLP (Old Coopers & Lybrand) 12902 Federal Systems Park Drive Fairfax, VA 22033-4412	✓	✓
	1,2,3,4,5,6	
Price Waterhouse Coopers LLP (Old Price Waterhouse) 1616 N. Fort Myer Dr. Arlington, VA 22209		
	1,2,3,5	
Princeton Energy Resources International, LLC 1700 Rockville Pike, Suite 550 Rockville, MD 20852		
	1,3	
Production Technology, Inc. Three Crystal Park 2231 Crystal Drive, Suite 815 Arlington, VA 22202		✓
	1,2,3,4,6,7	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Productivity Advisory Services P.O. Box 763 Middletown, MD 21769-0763		
	1,2,3,4	
Program Management Associates 400 Virginia Ave, Suite C130 Washington, DC 20024		
	1,4	
Project Enhancement Corporation 6809-D Bowmans Crossing Frederick, MD 21703		
	1	
Project Mentors 211 Sutter St. 5th Floor San Francisco, CA 94108	✓	
	1,4,5	
Project Performance Corporation 7600 Colshire Drive, 5 th Floor McLean, VA 22102		
	1,3,4	
Project, Time & Cost, Inc One Paces West, Suite 1200 2727 Paces Ferry Road Atlanta, GA 30339		
	1,2,3,4,5,6	
Promax Consulting Services, Inc. 4540 Lake Waterford Way, Suite #3 Melbourne, FL 32901-8584		
	1,2,3,4,5,6,99	
The Prometheus Company, Inc. 2760 Eisenhower Ave, Suite 400 Alexandria, VA 22314		
	1,2,3,4,5	
PrSM, Corp. P.O. Box 7245 7325 Oak Ridge Highway Knoxville, TN 37921		
	1,2,3	
Ptech, Inc. 160 Federal Street Boston, MA 02110		
	1,4,5	
The Public Strategies Group, Inc 275 E. 4 th Street #710 St. Paul, MN 55101	✓	✓
	1,2,3,4,5	
Quality Breakthroughs 1407 South 7th Street Brainerd, MN 56401		
	1,2,3,4,5,6	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Quality Circle Institute dba QCI International 17055 Quailridge Road Cottonwood, CA 96022	✓	✓
	1,2,3	
Quality Institute of America Inc. 355 E. Nasa Road 1, Suite B Webster, TX 77598	✓	✓
	1,2,4,5	
The Quality Network, Inc. 4075 Capitol Drive, Suite F P.O. Box 4870 Palm Harbor, FL 34685-0070		✓
	1,2,4,5	
National Quality Integrators, Inc. dba The Quantum Group P.O. Box 20094 Washington, DC 20041	✓	✓
	1,2,3,4	
Quality Leadership Network 126 Goose Green Road New Hartford, CT 06057		
	1,2,4	
QuanTech, Inc. 1911 N Fort Myer Drive, Suite 1000 Arlington, VA 22209		
	3	
Quantum Research Int'l Inc. 991 Discovery Drive Huntsville, AL 35806		
	1,2,4	
Quantum Performance Group, Inc. 5050 Rushmore Road Palmyra, NY 14522		
	1,2,3,4,5	
R. M. Vredenburg & Co. 1835 Alexander Bell Drive, Suite 400 Reston, VA 20191		
	1	
The Regulatory Group, Inc. 1015 18 th Street NW, Suite 500 Washington, DC 20038		
	1,4,5	
Renaissance Worldwide, Inc. dba: Renaissance Govt. Solutions Division 1420 Spring Hill Road, Suite 210McLean, VA 22102		
	1,2,3,4,5	
Research Applications, Inc. 414 Hungerford Drive, Suite 220 Rockville, MD 20850-4125		
	1,3,5,7	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Research Planning, Inc. (RPI) 6400 Arlington Blvd., Suite 1100 Falls Church, VA 22042		
	1,2,3	
Resource Consultants, Inc. 1960 Gallows Road Vienna, VA 22110		✓
	1,2,3,4,5,6	
Resource Network International, Inc. 4834 ½ 16th Street NW Washington, DC 20011-4333		
	1,2,3,4,6	
Response Analysis Corp. P.O. Box 158 1060 State Road Princeton, NJ 08542-0158	✓	✓
	3	
Richard S. Carson Associates, Inc. 4330 East-West Highway, Suite 304 Bethesda, MD 20814		✓
	1,2	
Robbins-Gioia, Inc. 11 Canal Center Plaza Alexandria, VA 22314		✓
	1,2	
Runzheimer International, Ltd. Runzheimer Park Rochester, WI 53167		✓
	1,3,5,6	
The Ryan Group, Inc. 14110 Dallas Parkway, Suite 270 Dallas, TX 75240-4377	✓	✓
	1,3,4,5,6	
Schulman, Ronca & Bucuvalas, Inc. 145 East 32nd Street Rd. New York, NY 10016		
	3	
SciComm, Inc. 7735 Old Georgetown Road, 5 th Floor Bethesda, MD 20814		
	1,2,3,4	
Science Applications International Corporation (SAIC) 901 D Street SW, Suite 201 Washington, DC 20024		✓
	1,2,3,4,5,6,7	
Signet Partners 3600 S. Yosemite Street, Suite 800 Denver, CO 80237		✓
	1	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Sirota Consulting Corporation The Centre at Purchase One Manhattanville Road Purchase, NY 10577-2128	✓	✓
	3,4,5	
Six Sigma Qualtec, Inc. 1295 West Washington Street, Suite 215 Tempe, AZ 85281-1210	✓	✓
	1,2,3,4,5	
Sociometrics, Inc. 8484 Georgia Ave., Suite 850 Silver Spring, MD 20910		
	1,3	
Soza and Company LTD 7535 Little River Turnpike Annadale, VA 22003		✓
	1,2,6	
SM&A Corp. 2600 Park Tower Drive, Suite 1000 Vienna, VA 22180		
	1,2,3,5	
Spectrum Inc. 1129 Laurel Hill Road Knoxville, TN 37923		
	1	
Spectrum Technology Group, Inc. 619 River Drive, Center One Elmwood Park, NJ 07407	✓	✓
	1,2,4	
The Stanton Group 861 North Madison Rockford, IL 61107	✓	✓
	1,2,3,4,5,6	
Star Mountain, Inc. 3601 Eisenhower Ave., Suite 450 Alexandria, VA 22304		✓
	1,2,3,4,5,6	
Stat-a-Matrix, Incorporated One Quality Place Edison, NJ 08820-1059		
	1,2,4	
Sterling & Selesnick, Inc. 97 Boston Street Salem, MA 01970-1420		
	1,2,4	
Sterling Institute 11211 Waples Mill Road, Suite 310 Fairfax, VA 22030		
	1,2,3,4,5	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
STG Inc. South Tower, Suite 400 11250 Waples Mill Road Fairfax, VA 22030		
	1,2,3,4,5	
Stonefield Learning Group 416 Hilcrest Road San Carlos, CA 94070	✓	✓
	1,2,3,4	
Strategic Futures Consulting Group, Inc. 113 South Washington Street Alexandria, VA 22314	✓	✓
	1,2,3,4	
Strategic Insight 1745 Jefferson Davis Hwy., Suite 511 Arlington, VA 22202		
	1,2,3,4,5	
Strategic Management Initiatives 845-M Quince Orchard Blvd. Gaithersburg, MD 20878		✓
	1,2	
Strategic Resources, Inc. (SRI) 7700 Leesburg Pike, Suite 108 Falls Church, VA 22043		
	1,2,3,4,5	
Summit Technologies Incorporated 10151 University Blvd, Suite 363 Orlando, FL 32817		
	1,6	
SY Technology, Inc. 5170 Spelveda Blvd, Suite 240 Sherman Oaks, CA 91403		
	1,2,6,7	
Synergy, Inc. 1763 Columbia Road, NW Washington, DC 20009	✓	✓
	1	
Syntek Technologies, Inc. 4301 North Fairfax Drive Arlington, VA 22203		✓
	1	
Systems Flow Incorporated 3204 Tower Oaks Blvd, Suite 300 Rockville, MD 20852		
	1,6	
Systems Research and Applications Corporation (SRA) 2000 15 th Street Arlington, VA 22201		
	1,2,3,4,5,6	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
T.E. Systems Inc. 7700 Leesburg Pike, Suite 110 Falls Church, VA 22204		
	1,2,3	
Take Charge Consultants, Inc. P.O. Box 99 103 Garriss Road Downingtown, PA 19335		✓
	1,2,3,4,5	
Tamayo Consulting, Inc. 703 Palomar Airport Road, Suite 230 Carlsbad, CA 92009		✓
	1,2,3,4	
Tarallo Corporation 13002 Grey Friars Place Herndon, VA 20171	✓	✓
	1,2,4	
TASC, Inc. (Litton/Tasc) 13605 Dulles Technology Drive Herndon, VA 20171-3414	✓	✓
	1,2,3,4,5,6	
Technology Futures, Inc. 13740 Research Blvd, Building C Austin, TX 78750		
	1,2,3,4,5	
Technology, Management & Analysis Corp. 8201 Greensboro Drive, Suite 900 McLean, VA 22102		
	1,2	
Techplan Corporation 2120 Washington Blvd., Suite 400 Arlington, VA 22204		
	1	
Tecumseh Professional Associates 11930 Menaul Blvd, NE, Suite 219 Albuquerque, NM 87112		✓
	1,2	
Telecommunication & Business Strategies Group, Ltd. 18342 Cape Bahamas Lane Naussau Bay, TX 77058		
	1	
Telocote Research, Inc. 5290 Overpass Road, Bldg. D Santa Barbara, CA 93111-3011		
	1,6	
Terradigm, Inc. 401 Alvarado SE, Suite G Albuquerque, NM 87108-2939		
	1,2,3,6,7	
Tetra Tech Em, Inc. 1881 Campas Commons Dr., Ste. 200 Reston, VA 20191		
	1,2,3,6	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Thompson, Cobb, Bazilio & Assoc. 1101 15 th Street NW, Suite 400 Washington, DC 20005		✓
	1	
TNS Intersearch 410 Horsham Road Horsham, PA 19044		
	3	
The Tomas Rivera Policy Institute 1050 N. Mills Avenue Claremont, CA 91711		
	1,3	
Total Quality Organization 6707 Spenard Rd. Bowie, MD 20270		
	1,2,3,4,5	
The Townsend Management Group 3888 East Mexico Ave, Suite 213 Denver, CO 80210		
	1,2,3,4,6	
Training Resources Group, Inc. 909 N. Washington St, Suite 305 Alexandria, VA 22314		
	1,2,3,4	
TRE 7801 14 th St. NW, Suite 300 Washington, DC 20012		
	1,2,3,4,5	
Troy Systems, Inc. 3701 Pender Drive, Suite 500 Fairfax, VA 22030		
	1,3	
UMS Group, Inc. 2001 Route 46, Waterview Plaza Parsippany, NJ 07054		
	1,2,3,6	
Unified Industries, Inc. 6551 Loisdale Court, Suite 400 Springfield, VA 22150-1854		
	1,2,4	
United Information Systems, Inc. 10401 Fernwood Road, Suite 200 Bethesda, MD 20817		
	1,2	
Universal Systems & Technologies 12450 Fair Lakes Circle, Suite 625 Fairfax, VA 22033		
	1,2,4,5,7,99	
Universe Technologies 9 East Second Street, Suite 1 Frederick, MD 21701		
	1,2,3	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
University Research Corp 7200 Wisconsin Ave., Suite 600 Bethesda, MD 20814-4811		✓
	1,2,3,4,5	
Urban Energy and Transportation Corporation 406 W 34 th St., Ste. 710 Kansas City, MO 64111		✓
	1,2,7	
The Urban Institute 2100 M Street NW Washington, DC 20037	✓	✓
	1	
User Technology Associates, Inc. 950 N Glebe Road, Ste. 100 Arlington, VA 22203		✓
	1,2,3	
Vantage Human Resources Services 2300 Clarendon Blvd., Suite 1109 Arlington, VA 22201		
	1,2,3,4,5	
Veridian Engineering, Inc. 4455 Genesee Street P.O. Box 400 Buffalo, NY 14225		✓
	1,2,3	
VSE Corporation 2550 Huntington Avenue Alexandria, VA 22303-1499		
	1,2,3,4,5,6,7	
Walcoff & Associates, Inc. 12015 Lee Jackson Highway, Suite 500 Fairfax, VA 22033		
	1,2,3	
The Washington Consulting Group, Inc. 6707 Democracy Blvd, Suite 1010 Bethesda, MD 20817		
	1,3	
Waste Policy Institute 2000 Kraft Drive – Suite 1000 Blacksburg, VA 24060-6354		
	1,2,3	
Wastren, Inc. 225 N. 5 th St., Suite 900 Grand Junction, CO 81501		
	1,2,3,4,5	
Watkins Consulting Inc. 4800 Hampden Ln., Suite 950 Bethesda, MD 20814	✓	
	1,2	
Welkin Associates, Ltd. 4801 Stonecraft Blvd, Suite 210 Chantilly, VA 20151		
	1,2,3,4,5,6	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
The Wells Resource 3506 Hawthorne Ave. Omaha, NE 68131		
	1,2,6	
Westat, Inc. 1650 Research Blvd. Rockville, MD 20850		
	1,2,3,4,5	
The Westwood Group, Inc. 1790 Lanier Place, NW Washington, DC 20009		
	1,2,4	
The Wexford Group 8381 Old Courthouse Rd., Suite 211 Vienna, VA 22181		
	1,2,7	
Whitney, Bradley & Brown, Inc. 1604 Spring Hill Road, Suite 200 Vienna, VA 22032		
	1,2,3,4,5	
Williams, Adley & Company, LLP 1212 New York Ave NW, Suite 475 Washington, DC 20005		
	1,3,4	
Windham Brannon Business Advisory Servies, LLC 1355 Peachtree, NE, Suite 200 Atlanta, GA 30309-3269		
	1,4	
Windwalker Corporation 6726 Curran Street McLean, VA 22101	✓	✓
	1,2,3	
Wizdom Systems, Inc. 1700 Diagonal Road, Suite 510 Alexandria, VA 22314		
	1,2,4,5	
Workplace Performance Inc. 919 N. Michigan Ave., Suite 2024 Chicago, IL 60611		
	1,2,3,4,5	
World Class Performance Route 1, Box 1209 Bridger, MT 59014	✓	✓
	1,2,3,4,5	
WorldSource One, Inc. 9084 Gray Bluff Drive P.O. Box 35800 Las Vegas, NV 89133-5800		✓
	1,4	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

COMPANY NAME AND ADDRESS	COMPANY PROFILE	MARKETING MATERIALS
	SERVICES PROVIDED	
Xerox Corporation 7900 West Park Drive, Suite A400 McLean, VA 22102		
	1,2,4,5	
XL Associates, Inc. 11300 Rockville Pike, Suite 709 Rockville, MD 20852	✓	✓
	1,2,3,4,5	
Z, Inc. 8630 Fenton St., Suite 510 Silver Spring, MD 20910	✓	✓
	1,2,3	

Services Provided: 1 - Consultation; 2 - Facilitation; 3 - Survey; 4 - Training; 5 - Support; 6 - Privatization Support and Documentation; 7 - Program Integration and Project Management; 8 - Alternative Dispute Resolution (ADR); 99 - New Services

Company Profiles

A. T. Hudson & Co., Inc.

690 Kinderkamack Road
Oradell, NJ 07649

Telephone: (201) 967-1830
Fax: (201) 967-1728

Point of Contact: Ann M. Hirsch
Telephone: (201) 967-1830

E-mail: ah@athudson.com

Our company...

A.T. Hudson is an international management consulting firm recognized for over two decades as a unique, non-industry specific implementor of front line managerial tools and habits that induce lasting cultural change leading to better personnel utilization, enhanced customer service and improved business processes. Although we have an impressive track record in the public sector, we are not just a public sector consulting group; therefore we are able to bring the best practices of both the public and private sectors to bear in our approach.

Core personnel...

A. T. Hudson is owned by Jim Conneen, a Vietnam-era veteran with a Law degree from NYU and experience as Law Clerk to the Chief Justice of Pennsylvania and as a Wall Street lawyer and management consultant prior to founding A.T. Hudson in 1975. Our analysts and consultants most with advanced degrees, are drawn from a wide variety of backgrounds that mirror the diversity of our clients. All have had significant front-line managerial experience (a prerequisite for employment with Hudson) in diverse fields such as business, public administration, higher education, technology, sales, probation, health care, human resources and the armed services.

Preferred approach...

An engagement with Hudson is comprised of three steps: 1. Introductory and follow-on meetings to further present our philosophy, techniques and tangible results; 2. A low-cost two- three week analysis of jointly chosen areas to study the availability, use and effectiveness of existing management information, tools and habits culminating in a presentation of our findings. If appropriate a written proposal will be submitted to go forward with a project. Such a proposal will include a detailed project outline and schedule, a statement of fees and a cash flow analysis. ; 3. The project. Because Hudson does not just recommend but rather fully implements change and because we are focused on real world issues not theories, our projects require a significant amount of hands-on time at supervisors' workstations to mutually develop, install and test managerial changes. Typically we will spend thirteen to fifteen calendar weeks in each area covering the following phases: A. Week 1 - Introductory phase in which we present and discuss our approach and goals and listen to the same from your staff and formulate teams if appropriate; B. Weeks 2 to 5/6 - Detailed analytical phase and Process Redesign; C. Weeks 6 - 7/8 - Management System Implementation and Process change; D. Testing and adjustment of management tools and process changes; E. Presentation. Buy-in is crucial to the longevity and migration of management tools to incoming supervisors so that a program does not become an event but a lasting culture change. Therefore, in a Hudson management program, it is the supervisors themselves not our consultants who present to senior management the program results which will include the new management tools, process change and identification of opportunities to better distribute human resources to where they are needed; F. Documentation and follow-up.

Government customers...

- ▶ Mr. Donald R. Taylor, Executive Director, Human Services Department, State of Mississippi, (601) 359-4480
- ▶ Mr. Don E. Thomas, Director of Human Services, Hamilton County, Ohio, (513) 946-2203
- ▶ Ms. Helen Jones, Executive Director, Childrens Services, Montgomery County, Ohio (937) 225-4762
- ▶ Mr. Douglas L. Clinkscales, Executive Director, Denver Health & Hospital Authority, (303) 436-6000
- ▶ Robert Douglas, Judge of the Youngstown Municipal Court (Formerly Director of Human Services), Mahoning County, Ohio, (330) 742-8857

Specialty areas...

Empowerment of front line managers is difficult to achieve even in the best run private and public organizations. However difficult, it is vital because efforts to improve performance including technology investments, TQM, re-engineering, etc. ultimately come to rest on the shoulders of supervisors. A. T. Hudson s specialty for the past twenty-four years has been the development of leadership in front line supervisors and managers who are generally good workers who have been promoted to get work done through others but need assistance in developing the management information, tools and habits to meet that challenge.

Our work at the front-line level with supervisors and process improvement teams has resulted in improved performance in diverse arenas: Public Sector: Child Support Enforcement, Income Maintenance, Police Fleet Utilization, Children and Family Services, Public Works, Health, MRDD etc;

Private Sector: Financial Services, Health Care, Education, Manufacturing, Transportation, Retail, Telecommunications and Information Technology.

Consulting staff...

101

Locations...

Hudson s projects and personnel are located nation-wide.

Acton Burnell (Formerly Software Solutions, Inc.)

1500 North Beauregard Street, Suite
Alexandria, Virginia 22311

Telephone: (703) 671-0700
Fax: (703) 671-8938

Internet: www.actonb.com

Point of Contact: Charles F. Olsick, Jr.
Telephone: (703) 671-0700, ext. 134
E-mail: Colsick@actonb.com

Our company...

Acton Burnell is a privately owned small business professional services firm supporting commercial and Government customers in the area of Information Technology (IT). The company is recognized as a leader in Enterprise Integration and known for exceeding our customer's expectations. Acton Burnell does not believe in standard solutions or canned strategies. Real solutions don't come *shrink-wrapped*. For each project, we match senior experts with systems specialists who work in your *agency*, speak the *language*, and know the *environment*. Our project leaders are first and foremost business strategists -- with analytical and problem-solving skills that allow us to provide targeted, successful solutions to your business challenges. Targeted solutions mean you get exactly the results you want. At Acton Burnell we are dedicated to continuous improvement and growth in order to provide expanding value to our clients and continuous opportunities for all our employees. Our basic characteristics are:

- ▶ An unwavering commitment to our clients' success, one that sets us apart from other service providers.
- ▶ A commitment to our employees, their work environment, their personal life, and their careers.
- ▶ Unquestionable honesty and integrity recognized by our clients, teammates, and employees.
- ▶ A charitable company that gives back to our community.

Core personnel...

Our staff comes from many different backgrounds, including strategic planning, financial management, manufacturing, industrial engineering, telecommunications, operations research, and software development. With an average of 17 years experience, our seasoned business consultants' agency-specific knowledge is complemented by comprehensive information technology expertise. This expertise and experience -- mostly gained in working with Fortune 100 customers and federal agencies -- enables Acton Burnell to solve the most complex organizational, process, and IT issues. Our seasoned team also means short ramp-up times and rapid results with no need to invest your own limited personnel resources to train and mentor us.

Preferred approach...

Acton Burnell has built a reputation on providing effective business results for its clients. We take a holistic view of the challenges facing our clients and provide effective results by employing proven methodologies, incorporating disciplined practices that are supported by a set of tools and techniques along with experienced experts. We recognize that requirements, business objectives, and cultures vary across organizations, and never approach our consulting engagements with a "fit the customer to the product or methodology" mind set. We utilize proven processes, structures, and frameworks, and

customize the approach to best meet the needs of each client. Our clients have found this approach to be highly effective. For example, in the MOBIS Dun & Bradstreet (D&B) independent assessment on client satisfaction, our clients' scored Acton Burnell at 1.17 -- **Exceeds Expectations**. The range runs from 1 to 5: 1 indicates "Exceeds Expectations" and 5 reflects a "Below Expectations" rating. Our ratings exceeded industry averages in *all 8* categories.

Government customers...

- ▶ Ms. Sally Wallace, Program Manager VBA, 202-273-7015
- ▶ Capt. Dennis M. Corrigan (USN), NAVAIR (PMA205-4), 301-757-8184
- ▶ Jim Heinzinger, Oversight Manager FDIC, 703-516-5661
- ▶ Michael Carroll, Program Manager FEDSIM, 703-756-4030

Specialty areas...

Consulting Services: Information management, quality management, strategic planning, business process and productivity improvement, business and organizational assessments, benchmarking, cost-benefit analyses, change management, and business and technology performance metrics. Some of Acton Burnell's time-tested and proven methodologies/tools include:

- ▶ PerViewSM evaluates business processes, organizational alignments, and information systems (both existing and planned) in a timeframe that makes a difference to your organization.
- ▶ PerMetricSM determines requirements, designs, and applies innovative metrics to evaluate organizational performance (also a very powerful tool for GPRA performance measurements).
- ▶ PerAuditSM determines if there is a data quality problem, how big the problem is, and provides a plan of action (including associated costs) to clean it up.

Facilitation Services: Facilitation engagements include strategic business and information systems planning, information systems requirements definition, business data and process modeling, and workflow analysis. Acton Burnell facilitators are also experienced in training and coaching clients in the skills needed to conduct their own sessions. Our consultants are experienced in group collaboration and problem solving techniques and are trained in electronic meeting technology (groupware) as well as in traditional facilitation approaches.

Training Services: Our Total Quality Training Model (TQTM) is a top-down process for MOBIS-related training. TQTM is often also referred to as Systems Approach to Training (SAT) or Instructional Systems Design (ISD). The TQTM is a tool that enables training developers, their managers, and their customers to plan and build, step by step, the level of quality desired in MOBIS-related training projects. It serves as a vehicle for making decisions, for sorting out options, for weighing benefits and risks, and ultimately, for overseeing the accomplishment of all negotiated procedures for training projects.

Support Products: Acton Burnell provides an assortment of support products for Consultation, Facilitation and Training services. The materials are typically off-the-shelf for standard services offered but may be custom-designed to meet client-specified requirements. The support products may take the form of: workbooks, manuals, slides, audiotapes, CD ROM's, videotapes, Computer Based Training (CBT), and/or Web enabled interactive training products.

Consulting staff...

The Acton Burnell Team has over 375 people nationwide; of this number, approximately 250 work out of offices that are in the Washington DC Metropolitan area.

Locations...

The Acton Burnell Team currently has offices in six states (Ohio, New Jersey, Maryland, Virginia, Tennessee, and Florida). For MOBIS type activities, we will support activities in North America.

Alffer Consulting Company

4802 Liebel Court
San Diego, CA 92117

Telephone/Fax: (619) 278-2390

Point of Contact: Alfredo Fernandez, Principal
E-mail: fernan1@san.rr.com

Our company...

Founded in 1989, ALFFER is a small consulting firm dedicated to facilitating organizations' efforts to increase business performance through improved quality, productivity, costs, process cycle time, employee growth and customer satisfaction. ALFFER is under the Small Business Administration 8(a) Business Development program. ALFFER also has a contract with GSA under the MOBIS Multiple Award Schedule.

Core personnel...

Our consulting staff is composed of individuals possessing complementary skills and knowledge with many years of experience in their fields. Our expertise ranges from the hard-side/data-supported issues related to quality, productivity and costs through the soft-side human-related issues dealing with leadership and change management. Our consultants hold advanced degrees in Industrial Engineering, Business Management and Psychology. We have assisted organizations in government, manufacturing and service industries.

Preferred approach...

We believe that for an organization to operate efficiently and effectively it must possess the technical and human capabilities to perform its mission. These two elements must also be aligned towards the achievement of a clear stated vision. Our long term approach to helping organizations improve performance is to assess and develop these capabilities. Technical capability relates to the way the organization performs work including process flow, information, physical assets and the systems it uses to monitor and improve performance (metrics). Human capability relates to the way the organization is structured, the dynamics among departments, the human skills and leadership styles.

We recognize that your people know your business better than anyone else. We provide structuring and coaching to tap into their knowledge and help them identify, quantify and eliminate waste. This results into process ownership and personal fulfillment.

Government customers...

- ▶ Mr. Robert Pope, Regional Transportation Director, Fleet and Industrial Supply Center San Diego, (619) 532-2059
- ▶ Mr. Wayne Tsuda, Operations Director, Fleet and Industrial Supply Center, Pearl Harbor (808) 473-3073
- ▶ Mr. Eric Bell, Physical Distribution Director, Defense Logistics Agency Depot, Jacksonville FL, (904) 542-0108
- ▶ Mr. Dan Collins, NAVXPRESS Project Manager, Naval Supply Systems Command, (717) 790-7438

Specialty areas...

We provide services in any of the items listed on the MOBIS schedule. Some of our consulting and training services include: Comprehensive Competitiveness Improvement plans, Benchmarking, Activity-Based Costing, Business Process Re-engineering (BPR), Total Quality Management, Statistical Process Control, development of performance tracking systems, Leadership Development, Team Building, Change Management and Meeting Facilitation. We also develop small custom-made software solutions based on agencies' needs and requirements.

Consulting staff...

ALFFER's consulting permanent staff is 4 people. We also have strategic alliances with other small consulting companies.

Locations...

Our main and only office is located in San Diego California.

Alpha Solutions Corporation

1112 Laskin Road
Virginia Beach, VA 23451

Telephone: 757/437-7177
Fax: 757/437-1642

Internet: www.alphas.com

Point of Contact: Carol A. Walker, CEO
Telephone: 757/437-7177
E-mail: carolw@alphas.com

Our company...

Alpha Solutions Corporation is a small, woman-owned, professional services firm, founded in 1996 and incorporated in the Commonwealth of Virginia. We are proud of our team members, who possess a wealth of accumulated hands-on experience in naval engineering and maintenance (surface, subsurface, and aviation), management consulting, strategic planning and facilitation, and training architecture design. In addition to organizational and human resources development services, Alpha Solutions also provides information technology solutions.

Core personnel...

Alpha Solutions Corporation personnel have been recruited for their collective experience in quality management theory and practice over a wide spectrum of federal and private sector applications. Our personnel are seasoned consultants and facilitators with impressive credentials, who are thoroughly experienced in organizational strategic planning and process improvement facilitation. They have an understanding of contemporary business issues and practices. Collectively, our group has a well-grounded understanding of the practical application of the various management theories used within private industry, whether it is based on Deming, Blanchard, and/or Covey. Our technology solution providers are Microsoft certified.

Preferred approach...

Our approach to management, organizational and business improvement services is simple and straightforward; use the right individuals for the right job and employ proven and accepted systems approach procedures, coupled with contemporary management and quality philosophies, to deliver the best possible solutions on time and within budget. We believe in the systems approach to management and the closely related quality improvement philosophy. Thorough organizational assessment and specific needs assessment are the foundation for our support. Systems analysis and well-grounded process improvement techniques are used to quantify the actual needs and expected outcomes. In the final analysis, our intent is to develop a framework upon which the change process builds. Alpha Solutions Corporation is familiar with International Standards Organization (ISO) 9000 and will be engaged in obtaining certification as the company grows. This standard is designed to ensure the Customer receives the services or products desired: **first time, on time, every time.**

Government customers...

The majority of our consulting business is with the Department of Defense. Current government customers include:

- ▶ Ray Parzych, **Naval Shipyard Norfolk Detachment**, Philadelphia, PA, 215/365-5767 x232

- ▶ Bob Husbands, **COMNAVSURFPAC**, San Diego, CA, 619/437-2545
- ▶ Dr. Ray Pavlosky, **Naval Aviation Executive Institute**, Pax River, MD, 301/342-3734
- ▶ CAPT Sharon Gurke, Chief of Naval Operations, Washington, DC, 703/601-1670.

Specialty areas...

Alpha Solutions Corporation has the capability to provide expertise in all the service areas under the MOBIS contract. We have had particular success in the past with supporting our customers with strategic visioning and then, most importantly, providing the task analysis, system engineering, and project management support required to ensure the success of large-scale, organization-wide strategic change endeavors. We are adept at integrating the desired outcomes of several different organizations into a common solution. Any large-scale change management project in today's information technology-driven business environment requires expert data management to be an integral part of any endeavor. Alpha Solutions is a certified Microsoft Solutions provider with specific expertise in web-based database construction and management.

Consulting staff...

Alpha Solutions Corporation currently employs 29 full-time consultants, 21 of which work from the corporate office.

Locations...

Our corporate office is located in Virginia Beach, Virginia. From its headquarters in Virginia Beach, Alpha Solutions also coordinates the efforts of its consultants located in Philadelphia, Memphis, Pensacola, Seattle, San Diego, and Yokosuka, Japan. Our sites are connected electronically through our own corporate server, with access to the Internet for rapid worldwide communication, which is of significant value in communicating with our supported clients and each other.

APQC Consulting Group

123 N. Post Oak Lane
Suite 430
Houston, TX 77024

Telephone: 713-688-4444
Fax: 713-688-9553

Internet: www.apqc-cg.com

Point of Contact: Susan T. Siferd, Vice President
Telephone: 713-685-4729
E-mail: ssiferd@apqc-cg.com

Our company...

The APQC Consulting Group (APQC-CG) is a world-class professional services organization serving Fortune 500 companies, governmental agencies, global market leaders, and new or emerging businesses. Through a combination of global best practices, operational knowledge, and proven implementation experience, our staff of professionals helps public and private sector organizations unlock their potential.

The APQC-CG focuses on strategy, structure, and operational improvements while redesigning organizations to meet today's challenges. All projects are customized based on client needs, requirements, and preferences.

Core personnel...

Our consultants are all proven professionals with considerable experience in both the public and private sectors. They are multi-skilled executives capable of handling diverse needs using a variety of approaches.

Our Methodology

The APQC-CG's four-phased methodology is fundamental to our approach to consulting projects. This methodology consists of the following:

ASSESS: The assessment links the organization's strategy and business processes to overall performance. It provides a clear understanding of the return on investment and potential measurable benefits for a given set of improvement opportunities. It provides the necessary input and direction for appropriate reengineering or redesign of current processes and structure. By combining the assessment with global best practices, recommendations are developed that maximize performance and introduce elements of superior business design.

PLAN: The planning phase assures effective and efficient resource allocation and maximizes short and long term impact. We work with our clients to identify priorities, implementation requirements, and barriers to success. This information drives the development of a detailed and comprehensive implementation plan.

IMPLEMENT: Following assessment and planning, we assist in implementing the solutions identified to help clients achieve world class performance. A team-based approach, with substantial input from both client and consulting personnel, ensures the final solutions achieve the right measurable results and maximize the value-creating activities within the organization.

TRANSITION: A critical part of any improvement opportunity is the formalization of long-term, sustainable processes and structures. During the transition phase, the formalization process is completed while client teams become owners of the new processes and senior management begins to incorporate the elements of change into future business models.

Using this model, consulting engagements can be developed for all levels within the organization dealing with both strategic and tactical issues.

Government customers...

- ▶ Anchorage VAMC, Alex Spector, Med. Ctr. Dir., 907-257-5478
- ▶ Defense Threat Reduction Agency, Diana Nickels, Dir., QM, 703-3226-8618
- ▶ Ohio VISN, Laura Miller, VISN Director, 513-697-2601
- ▶ Defense Fuel Region - America, Col. Frank Wright, 713-718-3895
- ▶ Air Force Intelligence Cmmnd., BGEN (RET) William Stevens, 212-822-1835

Specialty areas...

The APQC-CG has substantial capability to provide expertise under all aspects of the MOBIS contract. Recent engagements have included work in business process reengineering, performance metrics, organizational structure, strategic planning, and information optimization.

Consulting staff...

The total staff of the APQC-CG is approximately 50 people who are located nationwide. All work is assigned out of the Houston, TX office using the consultant with the appropriate background and taking into account that consultant's location.

Locations...

Houston, TX

Aquidneck Management Associates, Ltd.

Aquidneck Corporate Park
28 Jacome Way
Newport, RI 02842

Telephone: (401) 849-8900
Fax: (401) 847-1514

Internet: www.amaltd.com

Point of Contact: Richard F. Ficke, Jr.
V.P., Dir. Of Business Development
Telephone: (401) 849-8900, ext. 130

Our company...

Aquidneck Management Associates, Ltd. (AMA) was founded as a privately held corporation in the state of Rhode Island in 1981. A handful of people initially provided program/financial management and computer support services to the Naval Undersea Warfare Center in Newport, RI. Through a series of purchase orders and subcontracts, AMA built an experience base that allowed it to subsequently compete for larger procurements. AMA quickly gained a reputation for responsiveness and quality at reasonable cost. This proved to be the formula for dramatic growth in sales, personnel, and facilities. In the late 1980s AMA's accelerated growth was recognized by Inc. 500 Magazine. For three consecutive years, AMA was cited as one of the fastest growing privately owned businesses in the United States.

AMA's core business base remains program and financial management, computer support services and information technology. In recent years, AMA's diversification efforts have focused on new information technology initiatives. The award of a Phase III Small Business Innovative Research contract expanded AMA's capability in interactive electronic technical manuals and the use of SGML/XML tools. The creation of collaborative decision support tools, use of workflow management methods, development of software conversion tools/methodologies, and active participation in the MicroSoft Solutions Provider certification program are but a few examples of AMA's commitment to being a leader in the field of information technology.

That leadership will serve AMA's customers well as it prepares to enter the new millennium with the same commitment to excellence that has marked its success to date.

Core personnel...

AMA's workforce is characterized by its youth and education. Over 60% of AMA's personnel are degreed, of which nearly one quarter possess advanced degrees. AMA's successful growth rate can be directly attributed to the professionalism and responsiveness exhibited by its personnel. Personnel represent a broad range of skills that include program management, financial management, information technology, computer support services, graphics, documentation and engineering.

Preferred approach...

AMA invests a great deal of time "up-front" with the client to ensure there is a clear understanding of requirements by both parties before work on the project commences. Clear and constant communication is key to AMA's approach and mitigates misunderstandings that lead to work shortfalls. Additionally, AMA regards responsiveness as all important. Take care of the customer and you will be invited back; it's a very simple formula for success.

Government customers...

- ▶ Gary Weiss, COR, NUWCDIVNPT, (401) 832-5930
- ▶ Ed Monfils, PI, NUWCDIVNPT, (401) 832-4795
- ▶ Mary McGlinn, COR, NAS, (215) 697-3537
- ▶ Robert Bernado, PI, NUWCDIVNPT, (401) 832-4000

Specialty areas...

Although AMA has been providing a wide range of facilitation and consulting services, it has particular expertise in each SIN. Strategic planning provided by AMA has enabled organizations to reexamine how they do business and measure attainment of strategic goals through a set of metrics developed by AMA. These include benchmarking, performance measurement, balanced scorecard, performance metrics and national Performance Review initiatives. In the category of Facilitation Services, AMA effects collaborative decision making forums, improving the quality and effectiveness of business meeting agendas and desired outcomes. AMA's facilitation team targets all aspects of a typical business meeting that ranges from electronic brainstorming, information gathering, and list-building to, organizing ideas, prioritizing items, voting on issues, and building consensus.

Consulting staff...

AMA currently has 260 personnel all of whom work out of its headquarters in Newport, RI.

Locations...

There are no branch offices.

Arthur D. Little, Inc.

2111 Wilson Boulevard, Suite 1000
Arlington, Virginia 22201-3001

Internet: www.adlittle.com

Point of Contact: Larry Wheeler
Telephone: 703.526.8000
Fax: 703.526.7910

Our company...

Arthur D. Little, Inc. is one of the world's foremost consulting firms with more than 50 offices worldwide. Founded in 1886, it helps leading organizations create innovation across the full spectrum of their activities, from setting strategy and shaping the organizational culture to developing cutting-edge products and technologies.

Core personnel...

Arthur D. Little offers an integrated array of services in management consulting and technology and product innovation. Across all of our services, we are distinguished from our competitors by the caliber of our people and the breadth and depth of our experience.

Preferred approach...

Where appropriate, Arthur D. Little uses its very successful **High Performance Business Methodology** to provide consultation services, especially to those organizations that are seeking the Presidential Quality Award. The Methodology is explained in our MOBIS catalog.

Government customers...

Recent government customers are provided below:

- ▶ Joint Chiefs of Staff Comptroller, Washington, DC, Lt. Col Larry Floyd, 703.697-7833
- ▶ Naval Air Systems Command, Patuxent River, MD., Carl Feusahrens, 301.757.3060
- ▶ Joint Chiefs of Staff-Resources and Acquisition Management Office (RAMO), Carolyn Guy, 703-614-7881
- ▶ Federal Aviation Administration, and 400-Surveillance Technical Assistance Contract, Maria Tavernier, 202-267-9653

Specialty areas...

Arthur D. Little, Inc. offers the most experienced team of Organizational Learning experts in the world. With its acquisition and integration of the firm of Innovation Associates in 1995, ADL gained exclusive access to seminal concepts, methods, and tools of organization learning that Innovation Associates pioneered. Co-founded by Peter Senge, author of *The Fifth Discipline*, Innovation Associates amassed an unparalleled body of experience in teaching organizational learning to clients. These concepts were sharpened in practical application, as well, through applying organizational learning to consulting engagements with major organizations around the world. Now this same team and these proprietary properties form the heart of ADL's Organization Practice. This practice has worked with management

teams in global business enterprises as well as governmental organizations such as NASA. Through its seminars offered to the public and for client groups, the ADL Organization Practice has remained at the forefront of thinking about organizational learning and also at the forefront of the art of teaching it for a wide variety of managers and executives.

We are also unique in that The Arthur D. Little School of Management (ADL SOM) is the only accredited business school to have been developed by a corporation. The Arthur D. Little School of Management is broadly perceived as a thought leader for professional managers, and together with Arthur D. Little consultants, works side by side with global organizations to achieve measurable and lasting results. Established in 1964, the Arthur D. Little School of Management supports the strategic efforts of Arthur D. Little's key clients worldwide through the development of customized educational programs. ADL SOM professional services cover the Management Development needs through tailored educational programs. Our faculty is comprised of Arthur D. Little consultants and distinguished international business school professors. Our competencies encompass the essentials of management from leadership development to advanced learning created by Arthur D. Little.

Arthur D. Little also is a leader in customer management thinking and in helping large organizations to effectively formulate and realize customer focused strategies.

Our Customer Management Framework enables our clients to assess all aspects of their approach to customers and zero in on key levers for improvement. Every year we bring together the "best of the best" commercial and public sector organizations in our Customer Management Colloquium to exchange knowledge with leading practitioners about strategies, approaches, and tactics for effectively managing and servicing customers. Arthur D. Little's Program Management Practice offers a broad set of services and skills that assist clients engaged in developing and implementing improvements to complex processes and systems. We call these services *Project Planning, Resourcing and Execution Partnerships (PREP)*. Our Program Management practice was the first organization to be selected to be trained and to apply Capability Maturity Model (CMM®) methodologies sponsored by the Software Engineering Institute at Carnegie Mellon University. Our products and services, which are developed around the CMM and other industry best practices, have been used to guide both government and private industry corporations in achieving rapid advancement in their software modernization and process improvement initiatives.

Consulting staff...

Arthur D. Little's North America Consulting Directorate is composed of over 800 consultants.

Locations...

Headquarters is located in Cambridge, Massachusetts. Other major offices in the United States are: Washington, DC ; Arlington, Virginia; Chicago, Illinois; Charleston, South Carolina; San Francisco, California; Philadelphia, Pennsylvania; Houston, Texas; Englewood, Colorado; and Irvine (Los Angeles), California.

BDM International *(TRW Systems and Information Technology Group)*

1 Federal Systems Park Drive
Fairfax, VA 22033-4411

Point of Contact: Ms. Pat Jenkins
Telephone: (703) 968-2230
Fax: (703) 968-1702

E-mail: patricia.jenkins@trw.com

Our company...

TRW Systems and Information Technology Group was formed through the combination of TRW Systems Integration Group and BDM International, Inc. TRW provides complex systems integration and information technology products and services. Major capabilities include: Engineering and Support Services; Information Technology, Information-based Systems and Products, Program Management, Software Engineering, and Systems Engineering and Integration.

Core personnel...

TRW employees over 80,000 people worldwide with the S&ITG population at 15,000 people in over 27 countries. Our staff in the Washington, DC metropolitan area numbers 4,500. Of the total S&ITG population, approximately 6,200 employees hold current secret clearances or higher and 3,550 hold current top secret of have recent associated background investigations that make them eligible for higher level clearances.

Preferred approach...

TRW's MOBIS-related services are provided in accordance with established methodologies across the entire enterprise lifecycle. These include: EnVision and EnGage for Business Process Redesign and IT Architectures/Clinger-Cohen Compliance, respectively; Spec/21 for CMM-Level 3 compliant systems design and implementation, and SMART/2000 for Year 2000 services.

Government customers...

- ▶ Mr. Michael Vasques, Department of Justice, COPS, 202-616-5002
- ▶ Ms. Edie Byrne, Department of Justice, 202-307-0095
- ▶ Ms. Karen Gregory, Department of Commerce, Bureau of Census, 202-457-2168
- ▶ Mr James Murphy, DOD DSSW, 703-695-0747

Specialty areas...

TRW provides services in each of the MOBIS service areas. Focus areas for MOBIS include business process redesign, strategic and business planning, financial management analysis, and vulnerability and threat assessments.

Consulting staff...

Our consulting staff is drawn from the S&ITG population of over 15,000 employees. Since the services provided by the MOBIS contract are varied, consultants provided for these services are chosen for their specific expertise related to the statement of work. The methodologies employed by these consultants are part of TRW's standard technical and management training courses.

Locations...

TRW S&ITG has over 230 locations in more than 30 countries. Regional offices include Washington, DC and its suburbs; Tidewater, VA; Atlanta, GA; Denver, CO; Dayton, OH; Redondo Beach, CA; Cleveland, OH.

Bentley, Adams, Hargett, Riley and Company, Inc. (BAHR)

120 South Payne Street
Alexandria, Virginia 22314

Telephone: (703) 684-7300
Fax: (703) 684-7302 Fax

Internet: www.bahrinc.com

Point of Contact: Ms. Shawn Johnston
Telephone: (703) 684-7300

Our company...

Bentley, Adams, Hargett, Riley and Company, Inc. (BAHR) is a dynamic and growing firm engaged in a variety of services including business process reengineering, business development, research analysis, environmental management and trade and commerce.

The firm was founded by its name partners in early 1996 and benefits from the extraordinary backgrounds and many years of professional experience and expertise of its members. BAHR is comprised of former Congressional, Executive Branch, and other government officials along with a superbly trained support staff.

Since its inception the firm has experienced remarkable business growth and has served as both prime and subcontractors on numerous complex projects. BAHR is a small business concern whose primary focus is to be a preferred provider of services to a wide range of clients. This strategy complements our employees vast business and educational backgrounds and serves as a catalyst for the company to stay current on an evolving global market place.

BAHR currently represents a host of associations, companies, and government organizations. The firm has successfully undertaken both large and small projects and stands ready to assist appropriate clients and their interests.

Core personnel...

Our core personnel are unique blend professional talents, technical skills and executive experiences focused on developing long-term relationships with clients, providing quality services and ensuring client satisfaction. Leading U.S. and foreign corporations, emerging businesses, trade associations and public-sector clients entrust BAHR with their most significant and complex government relations, business development and management concerns. The BAHR philosophy of customer-focused and integrated problem-solving, uncompromising professional and business ethics and commitment to quality products and services makes the firm highly sought after for both its management consulting and government relations expertise.

BAHR's preferred approach to use with client agencies is change management strategies. Experience has taught us that there is no single solution for improving an enterprise. As such, an adaptive approach is taken, applying the most current state-of-the-art thinking, techniques, and technologies to the individual needs of each client. The key to BAHR's success has been a strong emphasis on understanding the clients' needs and responsiveness in developing the right formula to satisfy those needs.

Government customers...

Names and telephone numbers of recent government customers are:

- ▶ Mr. Doug Brown, (703) 805-4907
- ▶ Mr. Charles Kratz, (703) 697-4092

Specialty areas...

Within the context of the services offered under the MOBIS Schedule, BAHR provides consulting (SIN 874-1), facilitating (SIN 874-2), survey (SIN 874-3) and privatization support and documentation or A-76 (SIN 874-6) services. We are qualified in all these service areas, however, our “specialty area” is consulting services for business process reengineering. BAHR’s hallmark is organizational assessment through process analysis. We possess extensive qualification in social science and operations research disciplines and hands-on leadership experience in business and government operations. Given the firm’s unique blend of technical and functional expertise, we tailor our capability to the special needs of each client. We draw from the full spectrum of evaluative techniques, methodologies and information technologies to ensure our clients comprehensive, quality assessments. We fully appreciate contemporary business pressures and have made innovative solutions to organizational problems our specialty. BAHR recognizes that people are the vital companion piece to process in organizations. Our approach focuses on the whole of the organization—assets, process, performance, products, and customers—and considers human dynamics within this context. To ensure our clients the most complete and advanced consulting services, we examine organizational efficiency and effectiveness in terms of the opinions, attitudes, needs, expectations, motivations, and behaviors of the workforce. This provides our clients an illuminating perspective on the human potential within their organizations.

Consulting staff...

Our permanent consulting staff consists of approximately 12 consultants.

Locations...

We have no branch offices located in other geographic locations.

Best Practices, LLC

6320 Quadrangle Dr.
Suite 200
Chapel Hill, NC 27514

Telephone: 919-403-0251
Fax: 919-403-0144

Internet: www.best-in-class.com

Point of Contact: Keith Symmers
Telephone: 919-403-0251 x227
Email: ksymmers@best-in-class.com

Our company...

Best Practices, LLC, a research and consulting firm, provides business insight and analysis of how world-class companies achieve exceptional economic and operational performance. As the originator of best practice benchmarking®, we believe valuable lessons and innovations often lie outside one's organization.

Through our research and consulting services, Best Practices, LLC can help your organization grow at exceptional rates, achieve rapid performance breakthroughs, and become more agile, productive and profitable. How? By leveraging the winning strategies, lessons learned, and best practices of your own and other industries. Our Membership Forums provide ongoing research and advisory services focused on a particular subject-matter. With access to leading benchmarking studies, your team will receive the support it needs to achieve its full potential.

Intent on focusing their organizations towards the future, the Global Benchmarking Council, a select group of professionals, meets quarterly to exchange knowledge with one another and with leading experts on today's most critical business issues. Members also have the advantage of year-long benefits including benchmarking study participation and a members-only web resource.

Core personnel...

Best Practices, LLC was founded in 1991 by a group of service professionals with roots at the Harvard Business School. Our founder and CEO, Christopher Bogan, is the author of the influential book *Benchmarking for Best Practices: Winning through Innovative Adaptation*, published by McGraw-Hill. Our Vice President, Keith Symmers, also a graduate of HBS, has an extensive background in operational excellence. The value and insight of the leaders at Best Practices, LLC guide internal and external benchmarking teams to achieve repeated success. Other members of the Best Practices, LLC team have varied backgrounds and specialties, which lead to the innovative perspectives and insights that are a hallmark of our benchmarking, consulting, and membership forums.

Preferred approach...

Best Practices, LLC operates under a corporate credo of "People, Service, Learning, Profit" that augments our work processes and client relationships. It is constructed to ensure that we can help your organization achieve world-class status in everything you do. In all of our services, we strive to be customer-focused, providing you with the appropriate information in the time and manner you need it.

Government customers...

- ▶ U.S. Department of Veterans Affairs, Office of Policy and Planning, Stuart Haggard, Benchmarking Champion, 202-273-5053
- ▶ U.S. Treasury Department, Jim Pugh, Exec. Program Director, 202-622-9311

Specialty areas...

Best Practices, LLC has been certified under the MOBIS areas of consulting, survey services, and training services. For each of these practices, we can lend our expertise in various subject matters – Knowledge Management, Customer Service, Human Resources, Sales and Marketing, as well as Business Operations.

Consulting staff...

The staff of Best Practices, LLC is 10 full-time consultants, expanding to 17 by early summer 1999. The work groups are augmented by a group of research interns from local colleges and graduate programs. Located in Chapel Hill, NC, Best Practices, LLC is growing to match the needs of our clients nationwide.

Locations...

All work is done out of the office in Chapel Hill, NC.

Brand Consulting Group, Inc.

2 Indian Hill Road
Pittsburgh, PA 15238

Telephone: (412) 963-7939
Fax: (412) 963-7225

Internet: www.bcgiso.com

Point of Contact: Mr. Leigh A. Brand, Chairman
E-mail: bcgiso@aol.com

Our company...

Brand Consulting Group, Inc. is a full service consulting firm providing training, auditing, and consulting services for the international quality assurance and environmental management system standards ISO 9000, QS 9000, ISO 14000, CE Marking, EU Directives, Total Quality Management (TQM), Capability Maturity Model (CMM), Malcolm Baldrige National Quality Award (MBNQA), and US FDA's cGMP.

We serve clients in both the public and private sectors throughout the world.

Core personnel...

All of BCG's consultants are certified auditors with significant and extensive experience in developing quality assurance and environmental management system standards for both employers and clients.

Our personnel have a broad range of backgrounds allowing our firm to match a clients industry classification with a consultant's background and expertise.

Preferred approach...

BCG has a proven set of "off-the-shelf" services (e.g. Training modules, auditing and consulting services) which are designed to effectively assist organizations in achieving compliance and/or registration to one or more standards.

We believe that any quality assurance or continuous improvement effort must begin with those in charge of an organization and, therefore, our first training course is an Executive Overview designed to provide executives and decision-makers with the information they need to effectively guide their organizations through the continuous improvement effort.

Government customers...

- ▶ Cynthia Claiborne, Contract Officer, GSA, (703) 305-7423

Specialty areas...

As an international consulting firm, we have the capability to provide all of the services listed under our MOBIS schedule. Although we can customize our services to meet client needs and demands, we have had tremendous success with our standard, "off-the-shelf" services.

Consulting staff...

BCG has 20 consultants throughout North America and the UK.

Locations...

We are headquartered in Pittsburgh, PA and have a sales office in New York, NY.

Brandeggee, Inc.

10 Bedford Square
Pittsburgh, PA 15203

Telephone: 412-481-9800
Fax: 412-481-3958

Internet: www.brandeggee.com

Point of Contact: Bonnie Rack-Wildner
Telephone: 412-481-9800

Our company...

Brandeggee, Inc., brings together management consulting and full-service communications capabilities in a unique combination that offers clients strategic business thinking and creative communications. Brandeggee has successfully completed thousands of complex, sensitive, and challenging projects for a wide variety of clients.

Launched in 1967 as a writing and editorial consulting service, Brandeggee has grown into a management consulting and full-service communications firm providing corporate and marketing communications services, including public relations, advertising, graphic design, and editorial services. Brandeggee's management consulting practice focuses on issues related to managing organizational change. All Brandeggee services involve organizing and managing information.

Today the company serves diverse clients that include Fortune 500 companies, emerging high-technology firms, nonprofit and education groups, and federal, state, and local government agencies.

Core personnel...

Our full-time staff includes management consultants, communications planners, public relations professionals, writers and editors, and graphic designers. Experienced and flexible, our staff can carry out many projects simultaneously and can deliver the fast turnarounds often required by client deadlines. Brandeggee consulting staff has more than one hundred years of cumulative experience in change management, operations restructuring, strategic planning, conflict resolution and consensus building, human resources management, team building, skills development, adult learning, communications management, and training.

Preferred approach...

All Brandeggee clients have unique needs and requirements, and Brandeggee works closely with each one to develop an individual work plan for reaching objectives or solving problems.

Government customers...

- ▶ Marsha Quinn, Director of Technology Access Department of Energy, Office of Industrial Technologies, 202-586-2097
- ▶ George Rudins Deputy Assistant Secretary Department of Energy, Office Of Fossil Energy, 202-586-1650
- ▶ Nancy Johnson Program Manager Department of Energy, Office of Fossil Energy, 202-586-6458

Specialty areas...

Brandeggee specializes in strategic planning, change management, and leadership development.

Consulting staff...

Four

Locations...

Brandeggee, Inc., 345 S. Patrick Street, Alexandria, VA 22314

Contact: Larry Szutenbach, Vice-President, 703-836-6556

C² Multimedia, Inc.

7700 Leesburg Pike, Suite 219
Falls Church, Virginia 22043

Telephone: 703-748-2780, ext. 3100
Fax: 703-748-2775

Internet: www.c2mm.com

Point of Contact: Nicholas Wulfekuhle, Manager
Service Contracts

Our company...

C² Multimedia, Inc. is an 8(a) certified small business founded in 1989 to enhance workforce productivity with special emphasis on providing solutions to human performance problems in government and industry.

C² has completed a variety of successful research and development projects in the areas of distance learning, performance management, workforce productivity, and instructional systems development. C² also has extensive experience in the field of crisis and emergency management and response.

The hallmarks of C²'s projects are high quality products and services and responsiveness to the unique needs of clients.

Core personnel...

The teams we apply to customer tasking are experts in the fields they are assigned to support. Our staff is trained in all relevant organizational development fields and are assigned based on specific customer challenges. Our broad experience base enables C² to apply teams that have support similar customer needs in the past, allowing them to directly apply lessons-learned.

C² also maintains a cadre of available consultants to augment our support teams. These individuals bring unique skill sets that we apply to tasking where their abilities can best support customer challenges.

Preferred approach...

C² has mastered the application of the Instructional Systems Design (ISD) model. This model provides for the Analysis, Design, Development, Implementation, and Evaluation of the initiatives we support. In implementing this model, we work with our customers at every step to ensure their acceptance of the solutions and programs recommended and developed.

Government customers...

- ▶ Judy Goldman, US Navy, (301) 295-5757/5594
- ▶ Marcieta Cunningham, COTR, ATF, (202) 565-4570 ext.125
- ▶ Gary Hamby, COTR, National Highway Institute, (703) 235-0520
- ▶ Kathleen Mott, FAA, (202) 267-3472

Specialty areas...

C² has an excellent record of success in providing expertise in all of the service areas available through the GSA MOBIS contract. We have had particular success in the areas of Consulting, Facilitation, and Training.

Consulting staff...

C² has a full-time consulting staff of 85 individuals. This staff is augmented by approximately two dozen specialty consultants whose unique capabilities are applied as tasking requires.

Locations...

We support customer tasking through our corporate location in Falls Church, Virginia and our satellite facilities in Washington, DC, Georgia, Alabama, and Oklahoma.

The Cadmus Group, Inc.

135 Beaver Street
Waltham, MA 02154

Telephone: 781-894-9830
Fax: 781-894-7238

David J. Alexander
781-894-9830

Internet: info@cadmusgroup.com

Our company...

Founded in 1983, Cadmus helps public and private sector clients solve technically sophisticated managerial and operational problems and issues. We offer services in management consulting, strategic planning, and implementation support. All projects are led by senior Cadmus staff, whose experience includes, for example: identifying methods for improving operations of the Inspector General's Office of a major federal agency; helping a federal agency plan for its activities under the Government Performance and Results Act; evaluating the U.S. Trustee Pilot Program for Bankruptcy Administration; reengineering federal oversight and compliance programs; and addressing challenges associated with the administration of federal law enforcement programs.

Core personnel...

Cadmus' award-winning, multidisciplinary staff includes attorneys, scientists, statisticians, management consultants, engineers, economists, information technology professionals, and policy analysts, many of whom have Ph.D.'s or other appropriate terminal degrees, and many of whom are nationally recognized. Our core senior staff serve on federal agency peer review committees and advisory boards, are leaders in various professional societies, and regularly publish in peer-reviewed journals. As an example, one of our staff members is a leader in the American Bar Association.

Preferred approach...

While every client engagement is unique, we apply well-honed procedures to ensure well-planned and executed projects.

During the project planning phase, we intensively communicate with the client to ensure that we have a thorough understanding of his or her objectives, and the context for the project.

During project performance, we continuously communicate with the client; thoroughly QA/QC all interim and final products; and strictly adhere to the budget and schedule. We emphasize clear written and oral communication, and we use straightforward language to explain complex information, analyses, and options. All research and analysis is thoroughly documented. In our managerial, organizational, and strategic consulting, we identify clear, practical options, develop and rigorously apply practical evaluation criteria and present decisive, well-documented recommendations.

We provide implementation support as requested. Our goal is to help our clients achieve needed transitions and to leave the client with the skills necessary to sustain improved operations. We also offer follow-up program evaluation services.

Government customers...

- ▶ Craig Damron, Project Officer, U.S. Environmental Protection Agency (202) 260-5566
- ▶ Doug Gatlin, Work Assignment Manager, U.S. Environmental Protection Agency, (202) 564-9619
- ▶ Peter Shanaghan, Program Manager, U.S. Environmental Protection Agency, (202) 260-5318

Specialty areas...

Cadmus offers services under most of the GSA MOBIS Contract service areas -- specifically, consulting, facilitation, and surveys. We have had particular success in the past several years in performing complex, nationwide surveys; GPRA-related studies; and helping agencies improve their operations and processes.

Consulting staff...

Cadmus has a full-time staff of 110 people, 30 of whom work in our Alexandria, Virginia office.

Locations...

Cadmus' primary offices are in Waltham, MA (Boston); Alexandria, VA; Research Triangle Park, North Carolina; Laramie, WY; Los Angeles, CA; and Ottawa, Canada.

Caliber Associates

10530 Rosehaven Street, Ste. 400
Fairfax, Virginia 22030

Telephone: 703-385-3200
Fax: 703-385-3206

Internet: www.calib.com

Point of Contact: Lucy Wilson
Director of Development
Telephone: 703-385-3200

Our Company...

Caliber Associates is a management consulting company providing organizational analysis, policy assessment, program evaluation, training and dissemination services to government and industry. Since 1983 we have completed more than 300 consulting assignments for Federal, State and local governments, non-profit organizations, and Fortune 500 companies. We assist institutions develop and implement performance measurement systems, needs assessment and strategic planning, business process reengineering, and other organizational improvement programs.

Core Personnel...

We believe that numbers count but so do people. Caliber's staff are social and behavioral scientists, policy analysts, and information technology specialists who seek to use their professional and technical skills to make a positive difference in the lives of real people.

Preferred Approach...

Caliber's business philosophy and approach to client assignments can be characterized as follows:

Partnerships — Caliber works closely and collaboratively with client agency staff to plan and conduct projects.

Innovation — Caliber blends innovation and creativity with methodological rigor and practicality.

Results oriented — Caliber delivers services and information that help shape public policy and create more effective programs.

We are, above all, committed to providing high-quality services and products that are tailored to the needs and realities of our clients, on time and within budget. Our business continues to grow, and many of our clients return with additional assignments and recommend us to their colleagues. We consider these indicators the most important measures of our excellence in this business.

Government Customers...

- ▶ Betty Chemers, Director RPDD, OJJDP 202-307-3677
- ▶ Liz Hoffman, Quality of Life Program, Defense Logistics Agency, 703-767-5369
- ▶ Linda Smith, Director, DoD, Office of Family Policy, 703-696-1702, ext. 114
- ▶ Ron Smith, Project Officer, CSAT, 301-443-7730

Specialty Areas...

Program evaluation, applied research design and implementation, performance measurement, human resource management and training, GPRA training, evaluation training, technical assistance, information technology support, website design and support, and clearinghouse information services.

Consulting Staff...

150

Locations....

Only one location from which we practice nationwide.

Canal Bridge Consulting

6805 Canal Bridge Court
Potomac, MD 20854-3863

Telephone: 301-983-8096
Fax: 301-983-8099

Point of Contact: Susan Stalick, President
301-983-8096

Our company...

Since 1990, Canal Bridge Consulting (CBC) has specialized in helping organizations define their strategic direction and achieve effective and lasting business and technology transformations. CBC provides the methodologies, facilitation, and training they need to transform their organizations. Working in partnership with our clients, we deliver concrete outcomes and project management throughout all phases of strategy creation and implementation projects, business and technology transformation projects, and performance improvement projects. In addition to our consultation and facilitation services, CBC also offers several training programs in the areas of business transformation, structured facilitation techniques, and developing high performance teams. CBC provides its services to a wide spectrum of national and international organizations, including financial services, technology, insurance, pharmaceuticals, utilities, manufacturing, transportation, and government.

Core personnel...

Canal Bridge Consulting team members possess the critical knowledge, skills, and experience to ensure project results that are delivered on time, within budget, and exceed client expectations. CBC consultants are skilled and experienced in the areas of: strategic and business planning, business process reengineering, organizational and managerial assessments, information systems design, workforce communications, project management, measurement and reward systems, team development, benchmarking, quality management, performance problem-solving, change management, and training program design and delivery.

Preferred approach...

Canal Bridge Consulting's approach addresses the full range of analysis, design, technology, training, and change management issues that arise during organizational transformation. Using the best tools and techniques from multiple disciplines—organizational development, information engineering, systems technology, human resource development, industrial psychology, and business management—CBC creates a synergistic transformation process. The structured workshop, accompanied by the use of cross-functional teams, is the cornerstone of the CBC approach. CBC provides a structured process and proven techniques that enable its clients to rapidly articulate their needs, make decisions, achieve consensus, and become an integrated, well-functioning team. As part of this process, CBC elicits and manages the critical issues that can quickly derail a project's success—issues of leadership support and behavior, funding, project team staffing, internal and external communication, technology and resistance to change. Using the CBC methodology and approach, organizations realize significant improvements in productivity, profitability, innovation, responsiveness, quality, and customer satisfaction.

Government customers...

- ▶ USDA Risk Management Agency, 14th and Independence Avenue, Room 3053S, Washington, DC 20013, Matt Faulkner 202/720-2447
- ▶ U.S. Department of Energy, Energy Information Administration, Washington, D.C. 20585, Charles Heath, Director Information Technology Division, 202/586-1981

- USDA-Natural Resources Conservation Service, Room 6210 South, 14th & Independence Streets, SW, Washington, DC 20013, Karen Amorose, 202/7202

Specialty areas...

Canal Bridge Consulting specializes in many service areas under the MOBIS Contract. CBC's consulting services most in demand are: strategy creation and implementation, business transformation/business reengineering, technology transformation, and performance improvement. In our delivery of these services, CBC also provides expert guidance in the specific areas of organizational and managerial assessments, performance measures, GPRA, reward systems, high performance team development, benchmarking, quality management, change management, organizational design, process and data modeling. CBC has had years of experience in using facilitation as a key tool in major transformation efforts. CBC's provides facilitation services and employs decision support techniques to assist client agencies engaged in collaboration efforts for the purposes of eliminating barriers to agreement and communication, making tough decisions, solving complex problems, creating project deliverables, documenting key decisions, and "just in time training" and skills transfer to project team members. CBC provides off-the-shelf and customized off-the-shelf training programs in managing business transformation, developing high performance teams, techniques for structured facilitation, and facilitation and project leadership skills for change managers. In support of CBC's consulting, facilitation, and training services, CBC provides its clients with educational videotapes and a major publication written by CBC's founders, *Business Reengineering: The Survival Guide*, that provides a detailed description of the CBC approach to and methodology for business reengineering.

Consulting staff...

Canal Bridge Consulting is a small, woman-owned business with a full time staff of six employees.

Locations...

Canal Bridge Consulting maintains a single office in Potomac, Maryland.

Chesapeake Consulting, Inc.

3317 Duke Street
Alexandria, VA 22314

Telephone: 703-212-0040
Fax: 703-212-2041

Points of Contact
Carol Bryden Moore, Principal
Doris Bell Reinhart, Principal

E-Mail: Carolbmoor@aol.com
Reinhartdb@aol.com

Our company...

Chesapeake Consulting, Inc. is a female-owned, small business consulting firm specializing in planning and quality management services. The firm was organized in 1979 to provide innovative, yet practical approaches for assessing organizational change. Our firm has a customer-driven philosophy based upon the principals of quality management.

Chesapeake Consulting, Inc. has a national practice with expertise in strategic planning, program evaluation, process improvement, facilitation, satisfaction surveys and training. Our clients include private entities, national and international organizations and public agencies.

Chesapeake Consulting, Inc. enjoys an excellent reputation for the quality of our products that are delivered on time and in budget.

Core personnel...

Chesapeake Consulting Inc.'s philosophy is to bring highly qualified, senior professionals to each assignment assuring delivery of *value added services* not possible in other professional service organizations. In addition, a principal of the firm is *actively* involved in all assignments. No entry-level consultants with limited experiences serve on our project teams.

Chesapeake Consulting, Inc. also has on-going relationships with technical experts to supplement our core staff on an as-needed basis.

Preferred approach...

Chesapeake Consulting, Inc.'s approach to every assignment is to work closely with the client to facilitate the change process.

We believe that the project and the success of its outcome ultimately must be carried forward by the client. As such, we structure our assignments to ensure that, once we leave, the customer will have the understanding and skills necessary to implement the recommended changes and duplicate the process in the future. We provide arms length analysis and help to empower agencies and work groups to change processes.

Government customers...

- ▶ Mary Noble, GSA/PBS/Office of Facility Management, (202) 501-2656
- ▶ John Moeller, USGS/FGDC, (703) 648-5752
- ▶ Captain Paul Tibbits, Naval Medical Management Center, (301) 295-0590

- ▶ Lindsey Middleton, NIH, (301) 402-9654

Specialty areas...

Chesapeake Consulting, Inc. has the capability to provide expert consultation in all the service areas under the MOBIS Schedule. The majority of our assignments have been in the area of strategic planning and process improvement, which include facilitation and customer survey development and implementation.

Consulting staff...

Chesapeake Consulting, Inc.'s permanent staff includes 8 professionals. In addition we have assembled a highly qualified and experienced team of technical experts for participation on an as-needed basis.

Locations...

Chesapeake Consulting, Inc.'s offices are located in Alexandria, Virginia. We also have consultants in Colorado, California and Pennsylvania.

The CNA Corporation

4401 Ford Avenue
Alexandria, VA 22302-8268

Telephone: 703-824-2000
Fax: 703-824-2511

Internet: www.cna.org

Point of Contact: Dr. Charles Henkin
Telephone: 703-824-2730

Our company...

At The CNA Corporation, our mission is to help our clients make current operations more effective and efficient; assess future needs and decide how to apply technology to meet those needs; manage work force and infrastructure; develop strategies and long-range plans; and improve business and decision processes.

We approach each new project not with a set of solutions in search of a problem but by striving to understand all that we can about our clients – what they do, how they work now, and where they want to go in the future. With this knowledge as a foundation, we work with our clients to build realistic and practical solutions based on sound analytic principles. We bring our partners something no one else can give them: our experience as the oldest operations-research organization in the United States. We have a 56-year record of performing rigorous, objective analysis and innovative problem solving.

Core personnel...

The most valuable thing we offer our clients is our outstanding staff – a group of dedicated, enthusiastic people with the in-depth knowledge, training, and experience to understand the problems our clients bring to us. Almost all our technical staff hold advanced degrees – two-thirds hold Ph.D.s – and they have an average of 16-years of professional experience in their fields. Their experience is diverse, spanning numerous specialties in the physical and social sciences and engineering. Our project directors can draw on the expertise of staff members across the entire corporation to put together exactly the right team for the job. Our staff thrive on understanding and improving real-world operations.

Preferred approach...

We know that each client and each problem is unique. That's why we go to our clients, talk to their personnel, work side-by-side with them, get to know their perspectives on the issues they face. We find out how our clients do business now and what their goals are. We tailor our analyses to help them reach those goals, and we help them translate our analytical conclusions into practical, workable solutions in a timely and thorough manner.

Government customers...

- ▶ Mr. Rob McGee, Chief of Staff, USIG System & Operations Office, National Imagery and Mapping Agency, 703-808-0782
- ▶ Mr. Anthony C. Pryor, U.S. Agency for International Development, 703-219-0452
- ▶ Vice Admiral Bill Hancock, USN Deputy Chief of Naval Operations (Logistics), 702-694-2154
- ▶ Vice Admiral, Jim Loy, USCG Chief of Staff, U.S. Coast Guard 202-267-1642
- ▶ Mr. Richard Culp, Director, Telecommunications Veterans Benefits Administration, 201-272-6848

- ▶ Ms. Nancy Kalinowski Manager, Airspace Analysis, Federal Aviation Administration, 202-267-9236

Specialty areas...

CNAC provides a full range of MOBIS consulting services. In addition, we work with a strong group of subcontractors who provided survey and facilitation services.

Consulting staff...

Our technical staff includes approximately 230 full-time and 70 part-time members.

Locations...

In addition to our staff in Alexandria, we have technical staff at over 40 world-wide locations who provide direct support to clients at field sites around the world.

Competitive Solutions, Inc.

1100 Alpha Court, Suite B
Alpharetta, GA 30004

Telephone: 770-667-9071
800-246-8694
Fax: 770-667-9020

Internet: www.csi-team.com
E-mail: csi_teams@pipeline.com

Point of Contact: John Pyecha
Telephone: 770-667-9071

Our company...

Competitive Solutions, Inc (CSI) was founded in June 1991 by Debra Boggan and Anna VerSteeg, co-authors of the book *Confessions of an UnManager*. CSI is a hands-on national consulting and training firm that specializes in the implementation of business-focused work teams in organizations. CSI's programs have a special focus on teaching the practical skills and processes necessary to implement, nurture, and sustain a business-focused team culture in organizations. These programs for successful change can be customized to meet the needs of the organization and are designed to incorporate total team direction into every management level and functional area. The programs are based upon proven implementation techniques derived from CSI's success with work team implementation at a number of clients in manufacturing, government, service and business system environments. In addition to learning necessary team processes, teams are left with quantifiable, auditable business objectives. These objectives serve to underscore that the primary reason for developing business-focused work teams is the business and its success.

The business-focused work team is an organizational phenomenon that has been developed to utilize the ingenuity and thinking potential of the workforce. The power of fully integrated business-focused work teams is based in the implementation of team processes that require teams to develop business goals, progressively track and report these business goals, and successfully meet and exceed bottom-line business results. As workforces have matured in terms of information, education, and capability, the traditional organizational structures and management concepts have not correspondingly evolved in most companies. In order for business-focused work teams to be effective, there must be a complimentary evolution of management and leadership style. With a cooperative structure in place, both leadership and employees are empowered to work toward a common goal, the business bottom-line.

Vision Statement: *"To inspire and motivate companies to self-initialization of service excellence and continuous improvement through employee commitment and involvement."*

Core personnel...

Competitive Solutions, Inc. has a core staff of no less than ten full time professional trainers /consultants. Educational backgrounds range from degrees in Psychology, Math, Political Science, and Foreign Languages and provide a variety of experiences from which all of our consultants benefit. Our primary fields of professional expertise are focused on Strategic Business Planning, Communications Strategies, Change Management, Team Implementation, Interpersonal Skills, and Business Accountability. Our staff of consultants/facilitators has an average of 10.3 years of training/consulting experience.

Preferred approach...

Competitive Solutions consultants spend a great deal of time working with organizational leadership as well as the general population in an effort to gain a well rounded understanding of the organization's strengths, weaknesses, opportunities for improvement, and threats. Training usually begins with organizational leadership and cascades throughout the organization. Leadership is trained first so they are better able to act as mentors of newly learned practices and skills. This is also a very effective trust-building mechanism because organizational leadership is able to "walk the talk." Training is delivered in an action-oriented fashion, and all training materials have auditable outcomes that are directly related to the success of the business.

The CSI approach to training includes a systematic program with training modules that direct a company step-by-step through team process education and development. This approach is unique on three different points. First, CSI's comprehensive training sessions, materials, and processes are based in actual published experience with self-managed team implementation. Second, CSI requires the class participants, as a team, to design and develop their own processes within pre-established achievement parameters and then implement the processes directly following the training. By developing their own team processes, members are much more likely to support those process. The third difference in the CSI training program is that the training outcomes of the training modules are auditable. With the aid of periodic audits, leadership and teams are able to determine the level of success of team implementation as well as areas in need of development. The team process and procedural audits ensure reinforcement of self-sustaining teams and a consistent business focus within the organization. CSI training programs can be delivered in a variety of ways including CSI Led, Train-the-Trainer, and Off the Shelf.

Government customers...

- ▶ Tobyhanna Army Depot, Dr. Jim Meyl, Total Army Quality Administrator, (717) 895 - 7086
- ▶ Navy Public Works Center, Jacksonville Florida, Galen Carver, Business Officer, Commander Ron Hertwig, Jr., (904) 542-5132

Specialty areas...

Competitive Solutions, Inc. specializes in business enhancement through employee involvement, empowerment, and team building. Our training is multi-faceted, and includes instruction on Business Plan development and review, Communication Strategies, Supervisory and Facilitation Skills, Interpersonal Skills, Business Fundamentals and Presentations, Conflict Resolution, Quality, and Customer Service. We also offer customized materials on any number of topics, depending on the specific needs of the organization.

Consulting staff...

Competitive Solutions, Inc. employs a total staff of 20, 12 of which are full time consultants/facilitators.

Locations...

Competitive Solutions, Inc. has two locations listed in the FSS. They are:

Competitive Solutions, Inc.
7334 Chapel Hill Road
Suite 200
Raleigh, NC 27607

Competitive Solutions, Inc.
1100 Alpha Court
Suite B
Alpharetta, GA 30004

Competitive Technologies International, Inc.

P. O. Box 560028
1384 Heritage Acres Blvd., Suite B
Rockledge, FL 32956-0028

Telephone: 407-638-0099
Fax Number: 407-638-0095

Internet: www.CtiFL.com
E-mail: Cti@CtiFL.com

Points of Contact: Robert H. Seemer, President
Maria T. Mogollon, Executive Vice President

Our company...

Competitive Technologies International, Inc. (CTi) is a management consulting firm based in Florida and provides a full spectrum of consulting and training services. Our Mission is "To provide Consulting, Training, and the Integration of existing and emerging management technologies to enable our clients to achieve competitive advantage and results." Our customized operational methods enable our clients to achieve competitive advantages and results in:

- Improved Quality and Lowered Costs
- Meeting Customer Needs and Achieving Excellence
- Utilizing the System that gets Results
- Paving a Roadway to a More Successful Organization

CTi is recognized by its customers as a provider of quality and performance improvement tools that deliver bottom line results, as well as achieve world-class performance status and recognition, including two overseas Deming Quality Awards, nine Malcolm Baldrige National Quality Award (MBNQA) site visits, three MBNQA awards, the Massachusetts Quality Award, the Shingo Prize for Manufacturing Excellence and three State of Florida Governor's Sterling Awards.

CTi has provided services to major public and private markets in such fields as government and higher education, health care, energy, telecommunications, banking, chemicals, pharmaceuticals, and consumer products

Core personnel...

CTi's team of seasoned professionals have close to 200 combined years of practical experience and technical training in using and applying management principles and methods improvement techniques that guarantee results. Our consultants are uniquely qualified and offer specialized expertise in Process Management, Leadership Training, Performance Measurement & Assessment Programs, Human Resource and Executive Management Consulting. CTi brings a pragmatic edge to our training and consulting in such areas as leadership, business planning, budgeting and control systems, performance measurement criteria, quality improvement techniques and culture change. Our techniques, combined with customized materials and an individualized approach, have resulted in operational excellence for our clients.

Preferred approach...

CTi maintains a dynamic array of award winning services, including but not limited to: Strategic and Business Planning, Process Management, Metrics Development, Team Skills, QIC Story®, Facilitator Training, Benchmarking and Baldrige based assessments. CTi's web site is designed to provide client access to customized and generic materials within the scope of an engagement.

Government customers...

- ▶ Senator Bill Bankhead, Secretary, Florida Department of Juvenile Justice, State of Florida. 850-487-9575
- ▶ Lawrence James, Senior Plant Manager, Chicago Central Processing & Distribution Center - United States Postal Service, 312-983-7500
- ▶ Dr. Fotena Zirps, Director, Office of Standards and Evaluation, Florida Department of Children and Families, State of Florida. 850-922-7773
- ▶ Sam Mousa, Deputy Chief Administrative Officer, Director of Public Works, City of Jacksonville, 904-630-1665
- ▶ Rick Daigneault, Assistant Department Manager, Orange County Department of Human Services, 407-836-7681

Specialty areas...

As a nationwide company, CTi has the capability to provide expertise specifically in Consulting Services (874-1), Facilitation Services (874-2), Survey Service (874-3), Training Services (874-4), Support Products (874-5), and New Technology (874-99).

Consulting staff...

CTi's total firm consulting staff capability is comprised of:

Master Instructors: 17; Master Instructors are CTi certified and have core competency in all elements required under this RFP including but not limited to the proper identification of target group populations, community demographic quantification, and proper measurement criteria for long and/or short term outcome identification as well as performance-based budgeting.

Instructors: 27; Instructors are CTi certified to teach various forms of quantitative analysis which include Sterling (State of Florida Quality Award) / MBNQA Management System; Quality Improvement & Control Story Problem Solving Methodology; Process Management/Mapping; Leadership and Team applications.

Executive Mentors: 8; Executive Mentors have led organizations through the Deming, Sterling or MBNQA process and have achieved measurable business results. All give advice to CTi client organizations.

Locations...

Currently no branch offices exist. Competitive Technologies International, Inc. home office is located in Rockledge, Florida.

Computer Aided Process Improvement, Inc. (CAPI)

830-13 A1A North, Suite 327
Ponte Vedra Beach, FL 32082

Telephone: (904) 285-2126
Fax: (904) 285-3272

Internet: www.capi.net
E-mail: capi99@idt.net

Point of Contact: Gregory A. Hansen
Telephone: (904) 285-2126

Our company...

CAPI is a small business specializing in the application of modeling and simulation to process and strategic analysis. We have provided consulting services to many commercial firms, and also to government agencies such as the US Postal Service, the Bureau of Labor Statistics, and the Naval Undersea Weapons Center.

We also provide Microsoft Office Automation Software training, and have received a contract under MOBIS to provide more than 1300 training classes in numerous US cities and overseas.

Core personnel...

CAPI's core personnel are experienced managers who also have a strong background in process and strategic simulation. The President of CAPI is Gregory A. Hansen, author of *Automating Business Process Reengineering: Using The Power of Visual Simulation Strategies to Improve Performance and Profit*, and co-developer of the BPR library for the dynamic modeling and simulation tool Extend.

Preferred approach...

When developing strategic operational simulations, CAPI works with clients to define task oriented process drivers, which include, but are not limited to, the following:

- The steps to be performed in the process.
- The number of personnel involved in each step.
- The skill level of personnel required to perform a process step.
- Whether work is performed in house or by contracted personnel.
- Labor rates for in house staff.
- Cost of contracted staff.
- The time required to perform the step.
- The time available to provide the step.
- Resources other than labor required to perform a process step.
- Cost of these resources.
- Administrative and supporting tasks related to the process (a cost driver).
- Priority of steps.
- Conditions that affect process steps. For example, some equipment may allow a step to be performed more quickly than others; some equipment may allow steps to be skipped, and so on.
- Scenarios to be tested - mix of equipment and personnel, changing skill levels, etc.

Using all of this information, we define the predictions that will be provided by both constrained (defined resources) and unconstrained (unlimited resources) simulations. These predictions include, but are not limited to, the following information:

- Staff required to perform the process.
- Equipment required to perform the process.
- Backlog of work at any step in the process.
- Cycle time of the process.
- Risk associated with scenarios.
- Staff and resources required in the future if requirements increase or decrease.
- Cost of the process for different scenarios.
- Return on investment analysis.

At the end of this task, the operational factors that will be incorporated into the simulation and the expected outputs will be defined. It is at this point that we are able to work with our client to define the scope of the simulation project. We feel our approach, which is non-proprietary and which requires no special equipment, establishes the "what-if" scenarios that will be explored and provides a concrete process definition before simulation begins.

Government customers...

- ▶ Mr. Colin Dunning, USPS HQ, 475 L'Enfant Plaza, Room 7840, Washington, DC 20260, 202-268-3575
- ▶ Mr. Rich Peterson, USPS HQ, 475 L'Enfant Plaza, Room 1100, Washington, DC 20260, 202-268-4183
- ▶ Ms. Debora Brand, DFAS, Central Training Program Office, 8899 E. 56th Street, Room 233G, Indianapolis, IN 46249-7200, 317-510-7361
- ▶ Mr. Stan Stephenson, Deputy Director, Bureau of Labor Statistics, 71 Stevenson St., 6th Floor, San Francisco, CA 94105, 415-975-4918

Specialty areas...

CAPL personnel are recognized experts in the application of modeling and simulation to process and strategic analysis.

Consulting staff...

4

Locations...

No other branches, most of our work is on site. However, under a contract with DFAS to provide Microsoft Office Automation training, we are able to serve more than 20 cities with little or no travel expense by using alliances formed with subcontractors.

Computer Sciences Corporation

Systems Engineering Division
Federal Consulting Center
3160 Fairview Park Drive
Falls Church, Virginia 22042

Telephone: (703) 876-1539
Fax: (703) 876-9485
Internet: <http://www.csc.com>

Point of Contact: John Heldstab, Director
Telephone: (703) 876-1258

Our company...

Computer Sciences Corporation is a world leader in the science of information technology and its application to achieve clients' business objectives. No other company offers the full range of services at the level of quality we provide from consulting in the strategic use of information through system design and development, system integration and system outsourcing. The company's consistent record of growth and leadership over the years is the result of recognizing and responding to trends and innovations in information technology with practical strategies that solve the business problems of clients.

Core personnel...

CSC provides experienced consultants with a wide range of skills to support quality management and change initiatives. CSC's consultants are trained professionals who can provide advice and guidance in support of government agencies management, organizational and business improvement efforts. CSC's consultants can provide guidance not only for large-scale BPR initiatives, but also with other, more focused organizational needs, such as assistance with: strategic business planning; business process reengineering; quality management; process improvement; change management; project management; risk management; organizational readiness assessment; performance measurement evaluations and assessments; current business analysis; functional economic analysis; simulation modeling; and activity-based costing and training. In addition, they provide comprehensive services in areas ranging from business process redesign and information technology transformation to large-scale systems integration and custom application development. Other services include reengineering implementation, technology assimilation, information systems design, software programming, proprietary systems development methodologies and tools, logistics and operations consulting, and specialized education and training.

Preferred approach...

CSC has a formal and comprehensive organizational and business process improvement methodology, entitled Catalyst, and in-place program to maintain and update it with lessons learned. CSC invests its own research and development capital to sustain and improve its methodology. CSC's approach combines the functional expertise of the government agency with the consultant's analytic and behavioral science skills to fashion a new view of the organization, and then to design and implement business systems to meet that view.

The establishment of this corporate approach and methodology is a necessary ingredient to supporting clients across a wide range of services. CSC's methodology enables it to gather experiences and best practices information and to structure and integrate the findings for the benefit of its often diverse clients.

We believe that our methodology is a prescription for success and contains steps that add value to change initiatives.

Government customers...

- ▶ Barbara Chatzkell, Program Manager Internal Revenue Service (202) 622-6450
- ▶ Dr. Patricia Rathburn, Program Manager, U.S. Nuclear Regulatory Commission, (301) 415-7178
- ▶ Mathew Gillman Director, Internal Systems, BlueCross BlueShield (202) 942-1000
- ▶ Mr. Jeff Coppi Director SAM/BI (703) 695-7601

Specialty areas...

CSC has proven experience along the entire change spectrum and is ready to respond to government agencies' needs to improve performance, quality, timeliness, and efficiency by providing management, organizational and business improvement services and products.

Consulting staff...

CSC has approximately 4,400 permanent consultants, including approximately 4000 in our Consulting and Systems Integration Division.

Locations...

CSC maintains offices in 42 states plus Europe, the Pacific Rim, and Australia.

Consultants In Continual Improvement

5518 Amefield Court
Rockville, MD 20853

Telephone/Fax: 301-871-8402
E-mail: CICIINC@EROLS.COM

Point of Contact: Isidor Patapis, President
Telephone: 301-871-8402

Our company...

Consultants In Continual Improvement (CICI) is a consulting consortium which draws on the talents of its member companies. CICI offers nation-wide representation for 8(a) (women-owned, disadvantaged) and other small businesses who have pooled their talents and who offer a great many services to both government and industry. We help our clients improve the quality of their products or services and the productivity of their workforce by offering services such as – creating and managing change, team development and leadership training, process design and engineering, performance appraisal restructuring, statistical analyses, development and conduct of surveys, strategic planning (GPRA and NPR), ISO 9000 planning, adjudication/mediation/conflict resolution, meetings facilitation, and partnering.

*Our mission is to create a Critical Mass of People in your agency who can **apply quantitative methods and the knowledge of people** for your long term benefit.*

Core personnel...

Most members of our consortium are former government senior executives, project managers, and administrators, the rest have supported government agencies over the years. Each is thus uniquely capable of understanding your particular requirements. Disciplines include business administration, education, engineering, law, organizational development, psychology, and statistics. Some are authors and educators. About 50% hold Doctorates (OD, Math, Education, Psychology, Business, Law), about 35% hold Masters Degrees (Engineering, OD, Liberal Arts, Business Administration), and about 15% hold Bachelors Degrees (Engineering, Liberal Arts).

We have a strong allegiance to each other and strong capabilities, but we will not hesitate to reach outside of our consortium membership in order to find the best people to suit our client's technical and budgetary needs. As a result, our consortium has grown from the original twelve members to about 35 at the present time.

Preferred approach...

We believe that initial project planning uses about 10% of the budget but locks in the remaining 90%. We therefore work very closely with our clients from the outset using interviews and other means to assure that essential information is identified and folded into our consultation, facilitation, survey, or training. This allows us to tailor our effort to suit their needs and thus create value, measured as efficiency or how well we invest their fiscal assets and effectiveness or how well they receive our products or services.

Government customers...

- ▶ Mr. Simon Woodard, Contracting Officer, Corporation for National Service 202-606-5000, x114
- ▶ Mr. John Kuchta, Technical Contact, Naval Air Warfare Center 301-862-6289
- ▶ Dr. Alvin Officer, Program Manager, Graduate School, USDA 202-314-3432
- ▶ Ms. Gretchen Van der Veer, National Leadership Institute 202-606-5000, x441

Specialty areas...

Our strength lies in the fact that we do not specialize. Unlike a company, we are not bound by the capabilities of our employees or by the time it takes to hire someone, because we have no employees per se. Moreover, we are not a body shop and do not charge outrageous finders fees. Our strength lies in our flexibility - the ability to match talents to our client's needs. If a client needs a capability we do not have, then we go out and get it, usually within a work-day's time. On a recent non-MOBIS solicitation, for example, we needed the services of someone who could speak to groups on the impact of nutrition on the health of both youngsters and adults. Through our network we located a Professor of Nutrition at the University of Maryland, the former Head of Nutrition Services for the Chicago, IL, School District, and an independent consultant in Florida; each has the credentials to support the acquiring agency's needs.

Consulting staff...

As we explained in paragraphs 1 and 5, we have no staff per se. But you can think of us as a virtual staff of at least 35 talented people who are capable of meeting your needs.

Locations...

CICI is a national consulting consortium, based in the Washington, DC, area with members in Metropolitan Washington, Miami, Madison, Chicago, San Francisco, Warrenton, Charlottesville, and Norfolk.

Council for Continuous Improvement

950 South Bascom Ave #3112
San Jose, CA 95128

Telephone: (408) 271-0590
Fax: (408) 271-0595

Internet: www.cci.org

Point of Contact-Vickie Eckert, President, CEO
Telephone: (408) 271-0590

Our company...

The Council for Continuous Improvement (CCI) is a consortium of organizations sharing best practices and lessons learned, and collectively developing training material and other resources for use by the entire membership. We also provide training and consulting services to members and non-members of CCI. Companies who use CCI services enjoy not only the benefit of the academic knowledge of subject matter experts, but the real world experiences of the members of the consortium as well.

Core personnel...

We are a team of professionals who are absolutely dedicated to the principles of performance improvement and customer service. Those who have used us have consistently expressed delight with our personalized service and willingness to find creative solutions to their issues.

Preferred approach...

CCI was created through collaboration and that philosophy continues to run through whatever we do. We work closely with clients to understand their culture and industry specific issues. Together we identify desired outcomes and create a plan and a customized approach to achieve these outcomes. In this way, the client "owns" the plan and can continue the implementation after CCI's trainers and consultants have gone.

Government customers...

- ▶ Pat Duval, Internal Revenue Service (404) 331-7511
- ▶ Linda Berry, Internal Revenue Service (404) 331-0514
- ▶ Jessica Bannister, Internal Revenue Service (972) 308-1635

Specialty areas...

CCI offers training and consulting on a full range of subjects associated with continuous improvement, including statistical process control, Design of Experiments, Benchmarking, Management etc., but among the most popular is our Team Series (Team Member, Team Leader, Team Facilitator, Managing and Sponsoring In a Team Environment) and our structured problem solving and process improvement modules.

Consulting staff...

CCI has three full time regular staff members who do consulting and training, and fifteen "partners" who are subject matter experts on a variety of topics.

Locations...

CCI has offices in Southern California, and Washington, DC in addition to our headquarters in San Jose, California.

The Cumberland Group

8859 Brookside Avenue, Suite 202
West Chester, Ohio 45069

Phone: (513) 777-2800
Fax: (513) 759-8363

Internet: www.thecumberlandgroup.com
E-Mail: Cmbrlndgrp@aol.com

Point of Contact: Marsha C. Murphy

Our company...

For centuries, the Cumberland Mountains were a barrier. But deep within the mountains was a gap. The solution was there, within the problem itself. All it took was the discovery of the Cumberland Gap and the journey was back on track.

That same sense of discovery drives the work of The Cumberland Group as it helps you break through all that would hold you back on your own journey. Since 1981, The Cumberland Group has been assisting organizations cope with change and realize improvements.

Our vision is: *"We are Cumberland. We care and we make a difference. We unleash our customers' power to outdistance global competition. We coach and train winners."* The Cumberland Group Mission is: *"To help our clients achieve rapid, continuous improvement of products, services, business processes and working relationships."*

Core personnel...

Cumberland's principals and associates represent virtually all business disciplines, with experience levels ranging from the executive office to the production line, in public and private sectors, in service as well as manufacturing organizations. The Cumberland Group professionals know from experience how to develop performance plans that are practical and achievable. We are business people who have lived what we teach.

Cumberland professionals come from business backgrounds and approach client situations from a practical point of view.

We average over 20 years experience. We are not new recruits getting on-the-job training at your expense.

We take responsibility for results.

Preferred approach...

We know that partnering with our customers represents the sure route to excellence. We personally commit to our customers' success. Our integrated approach reaches out to every corner of the organization.

Assessment: the vital process of understanding how well you're doing in the eyes of employees, customers and suppliers. All of our assessment tools examine degree of customer focus, success at eliminating waste and alignment to common improvement goals.

Leadership: setting a vision for the future, defining measurable results, doing business in a manner consistent with the goal.

Linking the Business Strategy with the Change: integrating the goal into the Strategic Plan.

Support Systems: leveraging the organization's Planning, Review, Communications, Accountability, Training, Reward and Involvement Systems so that the behavior of each employee is directed at, vice diverted from the goal.

Managers, Supervisors, and the Workforce: putting in place the "architecture" and training, tailored to each organization, to involve and equip everyone in the journey.

Each of Cumberland's customers is unique. We customize our consulting and training, building on our customers' unique strengths, to help each choose the right path.

Government customers...

For more than 15 years, The Cumberland Group has been helping customers break through barriers to improvement – customers as diverse as NASA, Commonwealth Edison, Lockheed, United Technologies, Hallmark Cards, the U.S. Air Force, the U.S. Navy, and Voluntary Hospitals of America. The following are names of a few of our recent government customers:

- ▶ Michael F. Poore, Colonel, USAF, Deputy Director, Systems Engineering, Joint Strike Fighter Program (703) 602-7390 Ext. 6660
- ▶ Walt Rogers, Captain, U.S. Navy, Program Manager, PMA-209, Naval Air Systems Command (301) 757-6480
- ▶ Loria Turner Clipper, Program Manager, Naval Air Systems Command, (301) 342-3734 Ext. 106
- ▶ Edward J. McCallum, U.S. Department of Energy, Director, Office of Safeguards and Security (301) 903-5106
- ▶ Randall S. Murch, Federal Bureau of Investigation, Chief, Scientific Analysis Section (202) 324-4412

The Cumberland Group is an approved supplier on the General Services Administration Federal Supply Schedule for Management, Organizational and Business Improvement Services (MOBIS) Contract GS-23F-9766H.

Specialty areas...

We have has particular success in strategic planning, mobilizing mid-level management in the change initiative, and implementing Integrated Product Teams and Acquisition Reform.

Consulting staff...

Approximately 25 people nationwide.

Locations...

The Cumberland Group is headquartered in Cincinnati, Ohio and we have offices in Albuquerque, Charlotte, Chicago and Washington, D.C.

Delclos/Walsh Associates, Inc.

1499 Chain Bridge Road
Suite 201
McLean, VA 22101

Telephone: (703) 506-0126
Point of Contact: Lawrence A. Delclos, Principal

Our company...

Delclos/Walsh Associates, Inc. provides high quality services and products to both the government and the private sector. The company's strength is in having under one organization a wealth of experienced managers and associates and a system that motivates them to apply their skills and experience in helping to solve our client's problems in a cost effective and timely manor.

Core personnel...

The principals and associates at Delclos/Walsh have a good understanding of the various changes occurring within the government and the private sector. In order to provide our client with superior support we have selected highly qualified associates and staff from various management disciplines. The personnel are experienced in banking, personnel management, privatization, business process re-engineering, strategic planning, and facilitation services. These combined experiences provide a broad range of knowledge that will help agencies prepare for the challenges they will face in the new millennium.

Preferred approach...

Delclos/Walsh contracts are not pre-developed off-the-shelf solutions but are specifically tailored to meet each of our client's requirements. In order to make sure we understand our client's needs our approach will include early involvement with our client's management team. Through these meetings with management we jointly identify the problems and begin to determine solutions. The flexibility and knowledge of our staff enables us to provide support using the most appropriate methodology. Delclos/Walsh will assign a senior associate with skills specific to the project to act as Project Manager. The Project Manager will be responsible for the day-to-day activities and will be the supervisor of all personnel assigned to the project. Delclos/Walsh corporate procedures also require the assignment of one of its principals to act as the primary contact with our client. The principal will be responsible for assuring the contract is completed in a timely and satisfactory manner.

Government customers...

- ▶ Michael S. Lewis, Management Services Center, GSA (253) 931-7582
- ▶ Richard Blewett, Administrative Officer, Small Business Administration (202) 205-4202
- ▶ Patricia Pastorelli, Contracting Officer, United States Treasury (202) 874-5040
- ▶ Catherine Maloney, Contracting Officer, GSA (703) 305-7014
- ▶ Mr. Sanden Swanson, Administrative Officer, Department of the Navy (202) 610-7000

Specialty areas...

DELCLOS/WALSH INC. has expertise to provide services in four (4) SIN areas. These areas consist of consulting services, facilitation services, survey services and privatization services. In addition, DWA is also approved under a Financial Asset Services Schedule to perform Due Diligence and Support Services.

Consulting staff...

There are five permanent staff members plus numerous other professional personnel that are available through a very strong strategically selected group of associates.

Locations...

Delclos/Walsh offices are located at the above listed address.

Dougherty & Associates, Inc.

6652 Dunwich Way
Alexandria, VA 22315

Telephone: (703) 971-7234
Fax: (703) 924-2409

Internet: www.daitech.com

POC: Sherilyne Dougherty, Ed. D., President
Phone: (703) 971-7234
E-mail: sed@daitech.com

Our company...

Dougherty & Associates, Inc. (DAI) is a *small woman owned* professional services firm providing government customers with a full spectrum of MOBIS related services. We have the perspective and skills to improve management, organizational, and business processes, procedures and services for the government.

We provide our services with one basic premise in mind: ***"Every client is satisfied because Quality is at the heart of every decision we make!"*** Our services are customized to our client's needs through the use of proven, reliable, valid tools and processes that ensure our clients receive the finest, most economical, management and technical solutions available in a timely manner.

Core personnel...

DAI's success can be attributed to the caliber of its staff of highly qualified technical and management professionals. Over 75% of our team hold advanced degrees in a variety of disciplines. They are academically qualified with years of practical experience as business administrators, behavioral scientists, survey researchers, strategic planners, and organizational development experts, training developers and project managers. Some of our key staff are as follows:

Dr. Sherilyne Dougherty, President of DAI, holds a doctorate in Human Resource Development and has over 18 years of progressive experience in all aspects of education and training, multimedia, distance learning, survey design and implementation, research and scientific writing, focus group facilitation, self-directed work teams, strategic planning with particular expertise in business and project management.

Dr. Bayer is an Industrial/Organizational Psychologist with over 12 years of research methodology, statistics, survey design, training, quality management, and personnel assessment experience. Expertise includes training program design; delivery and evaluation; job analysis; survey research and research methodology; program evaluation; statistical analysis; and performance appraisal.

Ms. Whalen-Blaauwgeers has over 30 years experience in Business Process Reengineering, designing and facilitating human resource development workshops, training seminars, with focus on facilitating change in the corporate and government world. She has solid skills in strategic planning, decision making and problem solving, as well as first hand expertise in planning and executing domestic and international business development projects.

Mr. Chappell has over 30 years of progressive experience managing all aspects of an information business enterprise. He has extensive experience in strategic planning, business reengineering; Malcolm Baldrige based self-assessment, and integrated project management and information systems development. He has facilitated numerous training programs on business reengineering and strategic planning

Preferred approach...

DAI's professionals advise our customers on ways to: 1) build and maintain their vision and strategic plans; 2) survey the state of their organizations; 3) improve services and products; 4) train their personnel in the techniques to ensure a quality managed organization; 5) enhance teamwork; 6) evaluate the quality and cost effectiveness of their processes; 7) recognize individuals and teams who further agency accomplishments; 8) devise methods for streamlining operations; and 9) design methods for open communication and continual feedback. Since 1995, **DAI** has been helping our clients improve their processes and services. Our approach is "Customer Driven." Our senior staff understands the change agents and drivers that are guiding government entities to become more efficient and effective in their operational delivery of products and services to the public.

Government customers...

- ▶ DAI has recently serviced the following government customers:
- ▶ Dagne Fulcher, Sr. Ex., Treasury 202-622-9147
- ▶ Mary Knapp, Prog. Mgr., BLM 202-452-5176
- ▶ Claire Nelson, Prog. Mgr., Army 703-697-6146
- ▶ Terry Placek, Chief, 703-697-2350

Specialty areas...

DAI specializes in the following areas under the MOBIS Schedule:

- | | |
|----------------------------------|----------------------------------|
| • Survey Design & Analysis | • Distance Learning |
| • Training | • Teambuilding/ Customer Service |
| • Conference Planning | • Strategic Planning |
| • A76 Studies | • Organizational/Development |
| • Business Process Reengineering | • Technology Planning |
| • ISO9000 | |
| • Facilitation/Focus Groups | |

Consulting staff...

Total staff of DAI is approximately 45 people.

Locations...

DAI has a branch office located in Jacksonville, Florida (South East).

Dynamic Systems, Inc.

635 Slaters Lane, Suite 100
Alexandria, VA 22314

Telephone: 703-684-4060
Fax: 703-684-4068

Internet: www.dynsys.com

Points of Contact: Carol S. Szot (MOBIS Contract Manager)
Roger Nicholas (Dir. Of Operations)

Our company...

Dynamic Systems has provided engineering and program support services to a variety of Department of Defense and US Navy customers for over twenty years. We additionally consider ourselves expert in the application of DOD Acquisition Reform initiatives which strengthen and streamline the processes used to develop, test, procure, and maintain complex defense systems.

Dynamic Systems has also been successful in developing customer solutions using Information Technology. Our products range from award-winning web sites and electronic commerce products to an innovative web-enabled, paperless logistics support system. Improving organizational performance is the focus of our Bellwether Learning Center which employs tools such as Integrated Product Teams (IPTs), Integrated Product and Process Development (IPPD), System Dynamics, Computer-Based Modeling and Simulation, Strategic Planning, and Business Processes.

Core personnel...

The inspirational leadership provided by our four founders has molded a corporate culture which is committed to the success of our customers. By balancing our business metrics, employee quality of life, and social responsibilities, we have been able to attract the best talent available in the workforce for more than twenty years. We understand that our most important resources are the 130 dedicated Dynamic Systems professionals who are committed to the success of our customers. Building upon this talent, we have recently launched an aggressive but achievable program to attain "World Class" status as an Engineering and Management Services provider to our ever-increasing customer base.

At Dynamic Systems we practice what we preach. Our quest for World Class status has been initialized by the establishment of several IPTs focusing on business aspects we consider crucial to the future. In-house teams are currently working in areas as diverse as a Visioning and Strategic Planning Process, Business Process Reengineering, Customer Satisfaction, Product Quality, and Employee Business Development incentives. The products developed by these teams and the employee growth evident among the participants has been a truly inspirational experience for Dynamic Systems leadership.

Preferred approach...

DSI employees take a very personal approach when working with the clients. We work to provide the customer with a complete solution. We use the best practices available for each customer service and encourage customers to consider adopting them as appropriate. We anchor each engagement on benchmarks and measure to ensure that our mission of moving each customer closer to benchmarked organization high performance is realized. We consider the key environmental factors and stakeholder interests that do or could influence the target issue significantly.

Government customers...

- ▶ Eileen Roberson, Asst. Secretary of the Navy (Research Development, and Acquisition) Navy Acquisition Reform Executive (703) 602-5506
- ▶ Robb Carey, Deputy Program Manager, PMW 404 (Undersea Weapons)(703) 604-6091
- ▶ Brian Raines, Senate Webmaster Office of the Sergeant at Arms, U.S. Senate United States Senate (202) 224-5723
- ▶ Matthew Nielsen, Naval Supply Systems Command, (717) 605-4437

Specialty areas...

DSI has the capability to provide expertise in all the service areas under the MOBIS Contract. A few examples of recent tasks related to MOBIS are: Conduct/analyze/report an internet-based survey for the Department of Defense; Assess the Patent and Trademark Office's compliance with the Information Technology Management Reform Act to include compliance with the Clinger-Cohen Act, OMB Guidance, the Government Performance Reform Act (GPRA), and world class standards for information technology; Developed a resource guide on the use of Integrated Product Teams to help senior managers, IPT leaders and team members improve their understanding of how to make IPTs more effective. The guide also includes a systems dynamics model that provides a practice field on which teams can run an IPT and make decisions that determine performance as a team.

Consulting staff...

The total full-time staff of Dynamic Systems is approximately 160 people nationwide.

Locations...

DSI has offices in Newport, Rhode Island; Panama City, Florida; and San Diego, California.

EDS Government Consulting Services

13600 EDS Drive
Herndon, Virginia 20171

Telephone: 703-733-3347
Fax: 703-742-2666

Internet: www.eds.com

Point of Contact: Chuck Girard, Managing Principal
Telephone: 703-733-3347

Our company...

The goal of EDS Government Consulting Services (GCS) is to support the business objectives of government organizations worldwide through delivery of state-of-the-art management consulting services. GCS draws on the extensive public and private sector experience of its personnel and applies EDS's global corporate resources to provide a powerful consulting portfolio that can help Federal agencies adopt best business practices and enhance their services.

GCS provides strategic, operations, and technology consulting. GCS's strategic planning services help clients to develop a clear vision based on well-defined business objectives, and to develop a sound plan for realizing that vision by providing services in such areas as strategic communications, performance management (including Federal GPRA/ITMRA), economic and financial analysis, and knowledge services. Through its operations consulting services, GCS helps knowledge workers transform their core processes to make them more efficient and effective. Client operations can benefit from the application of business process design and improvement, enterprise change management, activity-based costing, and survey and research design and implementation. Finally, GCS's technology consulting services help government clients leverage the power of information technology and determine the most productive technology investments through enterprise technology architecture definition and management.

At GCS, our mission is simple: by partnering with clients, applying our unique portfolio of consulting services, and leveraging our experience, we strive to help government clients enhance mission performance and continually exceed clients' expectations for superior government service. We apply our imagination, skills, and experience to help our government clients create solutions that will improve performance.

Core personnel...

At EDS GCS, we pride ourselves on our most valuable asset: our people. Our highly skilled and experienced consultants are drawn from various sources, including—

- ▶ Federal Government, state and local government, and military services;
- ▶ health care and other non-government service organizations;
- ▶ within the EDS corporation other consulting firms such as Andersen Consulting, Pricewaterhouse Coopers, Booz Allen & Hamilton, Ernst & Young, and James Martin & Co.; and
- ▶ graduate schools of business, public administration, health, and others.

Our combination of industry and government experience, as well as the vast experience of the EDS corporation, enables us to leverage business and technology expertise for the unique needs of our government clients. Because of the flexible and integrated approach of our consultants, we are able to develop specialized solutions that help public sector clients better manage costs, improve performance, leverage intellectual capital, and enhance public service.

Preferred approach...

At GCS, we believe that the most successful outcomes are achieved when organizations work together as partners, sharing the responsibilities and rewards of project success. We believe that success comes when an entire organization has a shared vision of the change, its drivers, and its requirements to achieve success. Through collaboration, we can help government health care enterprises successfully manage the strategic change that will bring continued success.

We also bring a big-picture, enterprise approach to ensure that we don't just treat symptoms, but design solutions that fit the broader context—the people, processes, and technologies—within which they must work. Then we work with organizations to integrate them within their enterprise. Finally, we focus on the unique needs of each client. Our individualized approach to consulting makes EDS GCS the ideal partner to help organizations develop and apply strategic, operational, and administrative solutions that will help them flourish.

Government customers...

Maurice Berez, Senior Adjudication Officer, CIPRIS Program Manager, 202-616-7862

Fernanda Young, Assistant Commissioner, Office of Information Resource Management, 202-514-4517

LTC Betty Turner, Army Medical Department, 210-211-7449

Mike Fernandez, TWC CIO, Texas Workforce Commission, 512-463-3031

Specialty areas...

EDS GCS offers a comprehensive array of strategic and management consulting services. Within this diversified portfolio of services, GCS offers expertise in a number of key areas:

Business Consulting	Change Management	Distance Learning
E-Government	Financial Services	Health Care
Human Resources	Information Assurance	Knowledge Management
Logistics	Performance Management	Technology Services

Consulting staff...

The total staff of the EDS GCS division is approximately 150 people worldwide. The majority of our group works out of our Herndon, Virginia office, with key consultants working with government clients throughout the country and around the world.

Locations...

EDS GCS is headquartered in Herndon, Virginia, with many of our key consultants working with government clients throughout the country and around the world.

14120 Parke Long Court
Chantilly, Va 20151-1646

Telephone: (703) 802-0985
Fax: (703) 802-9721

Internet: www.elsva.com

Point of Contact: Robert A. Gilmore
(703) 802-0985
E-mail: gilmore_bob@elsva.com

Our company...

At ELS, our primary goal is to provide the highest quality of technical services to our clients. Since 1976, we have dedicated ourselves to providing world class excellence by serving our clients faithfully, efficiently, and competently. Our success can be attributed to resolving real-world customer issues by applying innovative "out of the box" thinking and approach. The dynamics of our staff and their ability to apply the latest technologies is an asset that is sought throughout industry.

ELS provides consulting, training, program management, engineering, logistics, systems integration, scanning/imaging, quality assurance and professional services for Business Improvement, Acquisition, Program Development, Program Management, Engineering, and Life-Cycle support of complex systems, equipment's, and processes for government and industry. We focus on long-range solutions to today's problems through the application of innovative technology.

We provide a working environment that fosters a professional, participative atmosphere, which offers tangible opportunities for personal satisfaction and growth. We seek to attract only high-quality self-motivated people.

The basic assets of ELS are the professionalism and integrity of our employees through their education, training, experience and abilities. We believe the rewards of performance from those assets should flow to all employees. Consequently, we have chosen a system of complete employee ownership to assure this flow is achieved. We believe this form of participative ownership provides the highest degree of quality and productivity.

We believe that excellent client service and professional satisfaction for our employees will lead to the financial success of our firm. As employee-owners, each of us has a direct stake in that success. We believe rewards come through accomplishment of our purpose and are not the purpose itself.

Core personnel...

ELS prides itself by being able to supply the highest qualified personnel to assist in the consulting, training and resolution of issues. Our team approached is matched to meet the situation. We want the best suited for the job, and with the most relevant experience. Our staff and consultants have academic credentials that reflect the highest in the industry.

We, along with our consultants, develop specialized consulting and training tailored to address particular issues within an organization.

Preferred approach...

ELS prefers to spend an inordinate amount of time with the customer to see what their concerns are. From this we develop a suggested plan of approach along with a solution, upon approval of the customer we implement this solution, monitor its progress and provide feedback to the established goals and objectives. We have found that this approach allows the customer the ability to quickly resolve issues and is flexible enough to allow for changes in mid-stream without affecting the outcome.

Government customers...

- ▶ Naval Sea Systems Command, Mr. Kent Rodehaver, 703-602-5398
- ▶ Naval Sea Systems Command, Mr. Joseph Petrecca, 703-602-2590 x110
- ▶ Naval Sea Systems Command, Mr. Gary Whittacre, 703-602-8204 x219
- ▶ Naval Sea Systems Command Mr. Walt Hussey, 703-602-1175

Specialty areas...

ELS, Business Improvement Practice offers a full life cycle of Business Improvement Services including: Vision and Mission Facilitating, Core Competency Evaluation, Benchmarking and Self-Assessment, Process Management, Performance Measurement and Training.

Our training courses as outlined in the MOBIS schedule include: Achieving Performance Excellence, Self-Assessment for Continuous Improvement (using Malcolm Baldrige criteria), Strategic Planning, Benchmarking, Statistical Process Control, Team Building, ISO 9000, ISO 14000, and Process Improvement.

Our Specialty area involves a combination of Consulting and Training in the Self-Assessment and Planning in developing a quality organization. The steps involved are those of: establishing a Mission within the organization, Benchmarking a world class baseline from which to Self-Assess, identifying Key Processes that drive the organization, and Training in Techniques and Methodologies to continually improve/measure those processes that ensure customer satisfaction.

Consulting staff...

The total staff of the ELS Government Operations is approximately 100 people, all within the Washington, D.C. area.

Locations...

Chantilly, VA is our headquarters for both Commercial and Government Operations; we also have offices in Arlington, VA to support our Government customers.

Entek, Inc.

515 Wythe Street
Alexandria, VA 22314 Fax

Telephone: (703) 518-5200
Fax: (703) 518-5222

Internet: www.entekinc.com
E-mail: schedules@entekinc.com

Point of Contact: Linda Wells, Business Manager
Direct Dial (703) 518-5207

Our company...

ENTEK, Inc. is a small, disadvantaged, woman-owned business specializing in improving our clients' business processes. We have been in business for 19 years, and while our full time employees number 75, we are rich and deep in consulting talent. We have developed lasting business relationships with a cadre of business consultants who love to move from challenge to challenge. They wouldn't be happy or as productive as anyone's full time employee – they thrive on identifying and solving business problems and moving on to the next challenge.

The results are impressive. We recently hired Dun and Bradstreet to survey our customers to see if they were as happy with our efforts as we thought they were. The results were fantastic. On a scoring scheme where "1" is perfect and "5" means look for another line of work, we scored a composite score of 1.4. We soundly beat the average for our type of business in "Responsiveness", "Value", "Attitude of Personnel", and "Problem Solving."

Core personnel...

ENTEK's professionals are a unique blend of experience, compassion, and a drive for excellence. They are known for their passion for leaving their customers with real solutions, not just nicely bound reports. They roll up their sleeves and partner with their customer to bring about the desired improvements. As I noted in the paragraph above, our customers love what we do for them.

Preferred approach...

ENTEK's approach to working with client agencies varies with the nature of the assignment we are working. I will describe our approach to a Business Process Improvement effort, since that is our main focus. The first series of actions involve one major activity – **listening**. We can't help an agency solve a problem if we don't understand the environment and the perceptions of the people working in the environment. Next we employ our process assessment skills. We look at each step in the process and determine whether the activity expended in that step are at least matched by the benefits of that step. This is an area in which an outside set of eyes is very valuable. Our consultants are trained to question each step in a process, while those who have worked with a process for a long while may just accept things as "the way it has always been." Once the assessment has highlighted areas needing improvement, the consultant and his customer partner will map out the improvements to the process. The final phase – implementation – is not begun until all those impacted by the changes to the process understand what will change and why. Without buy-in there is no success.

Government customers...

- ▶ Marie Mobley (937) 904-0037
- ▶ Tom Browning, (801) 777-1003
- ▶ Jose Ponce, (703) 427-4232

- ▶ Jim Lieberman, (202) 927-0435

Specialty areas...

ENTEK has two specialty areas covered by the MOBIS contract. We are very strong and deep in the Process Assessment and Process Improvement areas. We have accomplished both Business Process Improvement and Industrial Process Improvement efforts.

We also are strong in the area of Facilitation. We have run a number of Strategic Planning sessions and are certified Baldrige examiners.

Consulting staff...

ENTEK has 42 consultants who are company employees and 75 additional consultants working as independent contractors under contract with ENTEK.

Locations...

ENTEK, Inc. is headquartered in Old Town Alexandria, Virginia. Over half of our contract consultants are in the Washington, D.C. area. ENTEK also has offices and significant professional staff in Sacramento, CA; Ogden, UT; Dayton, OH; Warner Robins, GA; Oklahoma City, OK; and Newport, RI.

Escoe/Bliss Communication

4448 Ironwood Avenue
Seal Beach, CA 90740

Telephone: 562.430.6479
Fax: 562.598.1585

Internet: www.escoebliss.com
E-mail: Escoebliss@earthlink.net

Point of Contact: Adrienne Escoe, PhD, President
Telephone: 562.430.6479

Our company...

COMMUNICATION is our family name. Escoe/Bliss Communication is a documentation, training, and quality assurance consulting firm.

We streamline your policies and procedures, files, and records, and translate technical language or wordiness into people-friendly information. We design and implement on-line documentation systems and conduct customer satisfaction and marketing surveys, facilitate focus groups, and deliver practical, custom training. ESCOE/BLISS specialists assess, develop, and implement your ISO 9000 compliant documentation and training. We are responsive, skilled, and ethical.

Core personnel...

The ESCOE/BLISS core team has achieved the highest level of recognition in their fields. Our personnel include doctoral degreed instructors at world renown universities, such as UCLA Extension; certified records managers, ISO 9000 lead auditors, and electronic documentation consultants; and licensed customs brokers. Our experience spans many years of success in national, state, and local government agencies as well as large corporations, law firms, and small businesses.

Preferred approach...

We listen well to the client agency's needs, then determine if we can satisfy those needs. If not, we tell the agency upfront. If so, we listen some more until we have a full understanding of the agency's challenges, internal resources, time requirements, and budget constraints.

Government customers...

Mary Delmege, Commercial Service Director, Department of Commerce, 619.557.7303

John Bacchus and John Murphy, Platinum International (for NASA Dryden Flight Research Center), 703.916.7987

Jim Cery ISO 9000 Project Office NASA Lewis Research Center (now John Glenn), 216.433.3002

William O'Connor, State Training Program, California State Board of Corrections, 916.258.3266

Specialty areas...

ESCOE/BLISS provides services in the following MOBIS Contract areas:

- ▶ Consulting
- ▶ Facilitation

- Survey
- Training

We are most in demand for consulting in policies and procedures, records retention, and ISO 9000 and for our training, focus group facilitation, and customer satisfaction research.

Consulting staff...

The total staff of ESCOE/BLISS COMMUNICATION is approximately 25 people nationwide; of this number, two work out of the Seal Beach, CA office.

Locations...

ESCOE/BLISS consultants are located at independent offices throughout the United States.

8351 Roswell Road, Suite 171
Atlanta, GA 30350

Telephone: (800) 355-3876
Fax: (770) 395-0737

Internet: www.euroquest.net

Point of Contact: Lynn Soylemez
Telephone: (800) 355-3876
E-mail: lynnsoylemez@euroquest.net

Our company...

EuroQuest is a Georgia based firm which provides training and consulting services to U.S. companies that are seeking to comply with the registration requirements of the ISO based family of international quality systems. These include ISO, it's automotive equivalent, QS-9000, ISO 14000, the environmental standard and EN46000 CE Mark for the medical industry. Most firms around the world are finding that achieving registration is rapidly becoming the passport required for success in the global marketplace. EuroQuest has a unique of 100% success in helping all clients achieve registration on their first attempt. In addition, we can provide valuable guidance in the areas of product safety, product liability and environmental regulations.

Our Distinguishing Advantage: Our consultants have taken many companies through implementation and registration. The EuroQuest method of implementing ISO/QS-9000 is such that all of our clients have achieved registration on their first attempt. In fact, EuroQuest will guarantee registration for all implementation program clients.

Core personnel...

An implementation project can only be as successful as the consultants advising and leading the work. Our consultants have been carefully selected for their managerial prowess, breath of experience, dedication, academic achievement, communications skills and success in the implementation of ISO 9000 quality system standards. Our consultants are all registered lead assessors of quality systems. In addition we have QS assessors, certified TickIT auditors for software and experts in the medical and environmental fields. Our record of success spans more than fifty years of ISO 9000 experience in Europe and the United States.

Preferred approach...

Experience has shown that each client situation is unique; therefore, we focus on determining what is best for our client's individual needs. After developing a clear understanding of our client's objectives, we take their success personal and provide sound advice, recommending the most suitable approach tailored to their specific requirements. Our methods stress that clients take prime responsibility for their registration, with EuroQuest assuming a mentor position for the in-house implementation team. As a result, when the implementation is complete, the company is thoroughly immersed in the ISO process and achieves not only successful registration but also the lifetime benefits of consistent quality management.

Facilitation Advisors Bureau, Inc.

4639 South 30th Road
Arlington, Virginia 22206-1611

Telephone: 703-578-4895
Fax: 703-578-3323

E-mail: 102345.3457@compuserve.com

Point of Contact: Cynthia Kunz, President
Telephone: 704-578-4895

Our company...

FAB is a small and woman-owned company, created in 1996 to join the practices of a group of senior professionals whose work had intersected on many occasions in consulting and facilitation assignments with Federal agencies and other organizations responding to requirements for change and performance improvement. Representing more than 100 years of consulting and facilitation practice and diverse professional backgrounds and qualifications in the fields of conflict analysis and resolution, education, law, public administration, psychology, management, and organizational development, FAB's core team came together with the intent of creating the platform on which to build continued professional collaboration and joint work. FAB was organized to better respond to expanding Federal agency requirements for consulting and facilitation services arising from specific Federal agency process reforms. And was also explicitly organized in the spirit of the reforms and performance initiatives with which we work. Operating as an integrated team, we field senior professionals on a flexible and just-in-time staffing basis to meet the evolving needs for consultation and facilitation assistance experienced by Federal agencies and other clients engaged in complex processes of planning, implementing, and measuring changes in policy and practice.

Core personnel...

Our practice is multidisciplinary and includes a core team of six and an extended team of some 15 career professionals with extensive experience in applying a range of consultation, advising, facilitation, and related tools to the problem solving and performance improvement needs of government, not-for-profit, and corporate clients. We select and undertake work on cases of particular interest and importance, typically those involving the kind of process innovation, institutional collaboration, and public policy initiatives that are embodied in Federal government reforms and initiatives.

Over the course of their careers, our core team members have consistently been involved in the advancement of the consulting and facilitation tools and techniques needed to plan strategically and implement process and practices improvements in government, non-profit, and corporate sectors. As a group, the core team shares a long standing commitment to innovation and enhancements in government services and operations and to the building of credible public processes.

Preferred approach...

FAB core team members work in concert with prospective clients to explore and refine requirements, establish needs and expectations, and develop activity and deliverable timelines. Where needs for specialized content expertise exist, we partner with appropriately qualified firms and subcontractors as required.

Government customers...

- ▶ Linell Broecker, Drug Enforcement Administration, Demand Reduction Section, (703-307-7964)
- ▶ Thomas Crean, President, The Defense Acquisition University, (703-845-6733)

- ▶ Kevin Kammerer, Army Chemical Stockpile Emergency Preparedness Program, (410-671-7666)

Specialty areas...

Our clients require and we provide a full range of services including:

- ▶ Planning, organizing and facilitating meetings and other short and longterm multi-party interactions and negotiations
- ▶ Facilitating and documenting the analytic work and consenses of integrated product and process teams
- ▶ Developing process designs and analyses, conducting fact and opinion-finding, and mediation
- ▶ Analyzing personal, interpersonal, group, and intergroup dynamics to identify areas of likely cooperation and conflict
- ▶ Designing and managing systems to link multiple or parallel processes
- ▶ Developing and reviewing complex multi-party agreements, concept and consensus papers, and position statements
- ▶ Developing and reviewing agreement implementation, staffing, training, performance benchmarking, evaluation plans, costing assumptions and budgets

Specialty areas include: Acquisition Reform; Alternative Dispute Resolution; Knowledge Development and Application Activities; InterGovernment and InterAgency Collaboration; Public Process Improvements; Substance Abuse Policy; and Welfare Reform

Consulting staff...

FAB has a core team of six and an extended team of 15 consultants.

Locations...

FAB has offices in Arlington, Virginia and Los Angeles, California and fields facilitators and consultants throughout the county.

The Forum Corporation

8401 Corporate Drive Suite 415
Landover, MD 20785

Telephone: 301.459.8282
Fax: 301.459.8286

Internet: www.forum.com

Point of Contact: Ellen Humphries Ponder

Our company...

The Forum Corporation is a leading global training and consulting firm. We are global leaders in workplace learning, dedicated to helping organizations achieve superior business results by becoming customer driven. We offer a broad spectrum of services which include Results-Producing Learning Systems™, Curriculum Management Services, Strategic Insourcing™, and a specialized consulting practice that helps clients achieve profitable growth by implementing a Branded Customer Experience.™

Forum helps organizations create and sustain competitive advantage by building the competence, confidence and commitment of their people through learning. We have content expertise in Customer Focus, Service, Management, Leadership, Teams, and Sales and Process Improvement. Many of our programs and services have won awards within the industry.

Our vision is to be the best in the world at linking people and organizations through learning. We provide services to both public and private sector customers. Many of these customers are leaders in their field.

Core personnel...

Forum's professionals have extensive experience in translating business issues into solutions created and executed through people. Forum's staff includes Consultants, Instructors, Project Managers, Instructional Designers, and our Resource Network. We attract/recruit bright, capable people who wish to do important, meaningful work and are attracted by the intrinsic value of Forum's work. Many of our people have broad organizational experience and advanced degrees. We understand the practical side of development. Our work is driven by results.

Clients tell us that the depth and breadth of our resources is one of the key factors in choosing to work with us.

Preferred approach...

We seek to establish long-term relationships that are important to the customer's organization. We've designed our business so that we can offer flexible partnerships that feature the right combination of learning systems, support services, and accountability to generate specific business results.

We have tremendous expertise at linking the strategy of an organization to the learning system. We link the skills and behaviors of people to the specific results needed to be achieved. Our work begins by working with the customer to thoroughly understand the strategy, issues and desired results. We believe in transferring knowledge to the customer so they may drive the long term system or have us work with them.

Government customers...

- ▶ Isabel Pearson, Procurement, Department of Housing and Urban Development, 202.708.2871
- ▶ Jo Broches, Procurement, United States Postal Service, 202.268.4045

- ▶ Ann Grandy, Administrator, HUD Training Academy, 202.708.3368

Specialty areas...

The Forum Corporation has expertise across all service areas of the MOBIS contract. We have been recognized as a leader in customer service, sales, management/leadership, customer focus, training management and brand.

We offer a unique combination of services and intellectual property which enable companies to both efficiently and effectively manage the learning experience to produce demonstrable results. The offering is enterprise wide in scope and includes both breakthrough initiatives and continuous learning. The combination of proprietary technology and technology alliances (Forum ++) enables Forum to use the "right" technology for the application. Our proprietary learningware focuses on the core of performance creating content (leadership, management, sales, etc.) and is augmented through alliances (PartNet) with content on related skills and knowledge. We are, therefore, neither content nor technology limited in our offerings.

In combination, the above comprise a learning management capability that is unique. That is, Forum is uniquely capable of being an accountable partner to ensure both the effectiveness and efficiency needed to "unlock the power of learning throughout the customer's organization, the power to win in the marketplace and on the bottom line." This requires attention to both customer intimacy as well as operational excellence ... effectiveness as well as efficiency.

Consulting staff...

The Forum Corporation has a staff of 500 people located across the United States. These resources have tremendous expertise and experience.

Locations...

The Forum Corporation's headquarter is in Boston, MA. Other offices are located in Landover, MD, New York City, Chicago, San Francisco, Philadelphia, London, Toronto, and Hong Kong. We have personnel located across the United States. The Landover, Maryland office, located just outside of Washington, D.C., is the main office for government business.

Future Technologies, Inc.

10289 Aerospace Rd.
Seabrook, MD 20706

Telephone: (301) 306-8973
Fax: (301) 794-3567

Point of Contact: Ram Gupta, President

Our company...

Future Technologies, Inc. (FTI) provides customized, professional programs that are specifically matched to the unique requirements of our clients. We offer a variety of training, research, engineering, and program support services. Future Technologies, Inc., is a certified 8(a), minority-owned, small disadvantaged business and an equal opportunity employer. Founded in 1988, FTI has established a reputation for quality and excellence through the provision of services to commercial and government organizations. FTI's growth reflects both our total commitment to technical excellence and customer satisfaction, as well as our corporate emphasis on controlled, sustained expansion.

Core personnel...

FTI is comprised of a core of professionals who are all recognized leaders in their specific fields. FTI employs individuals possessing extensive experience in all of the major industry disciplines, including electrical engineering, mechanical engineering, systems engineering, software engineering, manufacturing, testing, installation, logistics, human factors, educational specializations, training, and technical publications. The majority of FTI's employees have been involved with U.S. Government programs for many years. They possess experience which is measurable in terms of the type of specialization and accumulated, demonstrated professional work accomplished in these areas.

Preferred approach...

FTI has established a reputation for excellence in performance and client relations. We prove daily our commitment to complete customer satisfaction by providing quality professional service. Our highly trained, professional staff works closely with the client in order to provide the most complete product and service possible, meeting the client's needs and specifications with the most current technology and qualified personnel in the industry. Communication and cooperation are the key to a successful relationship, and FTI works diligently to provide the client with both.

Government customers...

- ▶ Commander David Arms, Naval Air Warfare Center, Training Systems Division (NAWCTSD), Orlando, FL (407) 380-4241 (P3)
- ▶ Mr. Eric Routledge, US Army Simulation, Training and Instrumentation Command (STRICOM), Orlando, FL (407) 380-4099 (CSMET)
- ▶ Mr. Frederick Thorne, Patrick Air Force Base, FL (407) 494-5131 (FEDSIM)
- ▶ Mr. Jim Lau, Naval Air Warfare Center Training Systems Division (NAWCTSD), Orlando, FL (407) 380-4025 (Bridge)
- ▶ Ms. Barbara Weller, Naval Surface Warfare Center, Dahlgren, Virginia (540) 653-7942
- ▶ Mr. Allen Burke, US General Service Administration (GSA), Atlanta, GA (404) 331-3146 (IFF)

Specialty areas...

FTI specializes in a number of high technology areas, including training and training development. FTI's training services include:

- ▶ Instructional Systems Design and Development
- ▶ Training Effectiveness Evaluation
- ▶ Cooperative & Experiential Learning
- ▶ Systems and Information Engineering
- ▶ Program Support
- ▶ Software Design, Development and Integration
- ▶ Distance Learning Services
- ▶ Human Factors Research
- ▶ Acquisition and Retention of Team Skills
- ▶ Independent Verification Validation (IV&V)
- ▶ Aircrew Coordination Training
- ▶ Computer Based Training
- ▶ Instructor Training

Consulting staff...

FTI employs approximately 110 permanent full-time staff members in 3 locations. Additionally, FTI has approximately 50 part-time employees and consultants.

Locations...

FTI's corporate headquarters is located in Seabrook, Maryland, with Division offices in Orlando, Florida and Dahlgren, Virginia.

G. Bhalla & Associates, Inc.

8605 Westwood Center Drive, Suite 207
Vienna, VA 22182

Telephone: (703) 556-8651
Fax: (703) 556-8653

Internet: www.gbai.com
E-Mail: gbhalla@aol.com

Point of Contact: Marianne Tidmarsh, Group Director
Research & Consulting Services

Our company...

G. Bhalla & Associates, Inc. is a marketing services company providing research-based consulting services. We specialize in helping clients manage the demand side relationships of their businesses.

We link custom-designed research and strategy in order to help our clients in their strategy formulation and decision-making. We provide strategic insights on multidimensional and complex business issues.

We offer three main products and services:

- ▶ Strategic marketing research
- ▶ Strategic marketing consulting
- ▶ Seminars, training and workshops

Our mission is *to make effective, tangible and unrivaled contributions to our clients' strategic thinking and decision-making.*

Core personnel...

G. Bhalla & Associates has a team of highly professional consultants with a broad range of experience. Gaurav Bhalla, President, has over twenty-two years of experience in Marketing, Sales, Strategic Planning, and Marketing Research in Asia, Europe, and USA. During this period, he has had the unique distinction and privilege of working on some of the largest brands in the world such as Zantac, Imitrex, Nescafe, Nestea, Vicks, Sprint, Microsoft, and Hughes Satellites. He has held line positions with P&L responsibilities in large product-oriented multinational companies, such as Bestobell, Richardson Vicks, and Nestle. In addition, he has also served in a consulting and training capacity in service-oriented companies with multi-country operations, such as Burke Marketing Services and Wirthlin Worldwide. He has been managing his own company since 1991. As part of his consulting and training responsibilities, he presents regularly to various levels within Fortune 500 organizations including the highest levels, such as company boards, CEOs, COOs, CFOs, and CIOs.

He holds a BA (Hons.) degree in Economics and Mathematics from Delhi University, an MBA, with a concentration in Marketing and Finance, from the Indian Institute of Management, Ahmedabad, and a Ph.D. in Business from the University of Kansas. He has published research papers in leading technical journals dedicated to marketing, marketing research and statistics, and has presented before professional and academic societies, both in the USA and abroad.

G. Bhalla & Associates currently has 2 senior managers. Jody Nurik, Group Director, Research & Consulting Services, has nearly twenty years of health care experience in Marketing, Strategic Planning,

Disease Management, Managed Care, Nursing, Home Care, Cancer Program Administration, Hospital Operations, Pharmaceutical Consulting and Reimbursement Support. In a Vice President role, she developed disease management strategies which were adopted by two national home care companies and had responsibility for new product development, market research, sales support activities, financial management and outcomes collection and analysis. She has provided reimbursement and strategic planning support to biotech and pharmaceutical companies. In addition, she has designed and conducted market research studies to measure clinical and quality of life outcomes for medical treatments and new technologies. She has extensive experience in the areas of Cardiovascular, Oncology and Urology. Ms. Nurik holds a BS in Nursing from Alfred University and a Master of General Administration in Health Care from the University of Maryland University College. She also attended the University of Minnesota, Carlson School of Management's Strategy Program.

Marianne Tidmarsh, Group Director, Research & Consulting Services, has nearly twenty-five years of experience in Marketing, Strategic Planning, Sales and Business Planning, Market Research and Sales. She has been responsible for numerous studies that have been the basis for major corporate marketing strategy decisions. She has conducted research studies to assist clients in understanding market segmentation, brand positioning and customer decision making, as well as ongoing tracking studies to monitor corporate and product image, product quality and competitive positioning. Ms. Tidmarsh has also had P&L responsibility for major product groups with significant revenue goals and for field sales organizations. Ms. Tidmarsh holds a Master in Management with concentration in Marketing and Finance from Northwestern University and BA from Dominican University (formerly Rosary College). She also attended Cornell University Hotel School's special development program.

The junior managers have excellent research backgrounds. Several either hold masters degrees or are working on them.

Preferred approach...

G. Bhalla & Associates believes that frequent and effective communication with our client throughout a project is one of the key elements in successfully completing a project. First, we **listen** to our clients and then we **work** with them in order to:

- Generate appropriate, reliable and valid market-based data
- Translate the data into actionable information for research and marketing
- Develop and present meaningful perspectives for strategy formulation
- Assist in strategy implementation and evaluation

It is our policy to update our clients every Friday on the status of the project.

G. Bhalla & Associates is proud of the strong team culture in its organization. It is one of the key strengths of the company that has made us as effective as we have been in the past. We have processes in place to ensure that each project team functions efficiently and effectively

Government customers...

Recent clients include Glaxo Wellcome, Abbott Laboratories, Pfizer, Westwood Squibb, Warner Lambert, Texas Instruments, Sprint, Hershey Foods, Mary Kay Cosmetics, Signet Bank, NASDAQ, Microsoft, Hughes Aircraft Corporation, and Mobil. Additionally, the company has operated research, consulting, and training projects in several countries, such as Brazil, Argentina, Mexico, Canada, UK, France, Italy, Germany, Spain, Holland, India, and Japan. References are available upon request.

Specialty areas...

G. Bhalla & Associates specializes in marketing strategy consulting and marketing research in the areas of service, technology and pharmaceuticals.

Consulting staff...

G. Bhalla & Associates permanent consulting staff is currently 9 professionals. When necessary we hire industry experts to assist on the technical aspects of projects.

Locations...

G. Bhalla & Associates has a branch office in Marco Island, Florida.

Gartman & Associates

204 Harbor Drive
Morehead City, NC 28557-8911

Telephone: (252) 247-2575
Fax: (252) 247-2575

E-mail: jgartman@mail.clis.com

Point of Contact: Jerald B. Gartman
Telephone: (252) 247-2575

Our company...

Gartman & Associates provides a full range of services to assist organizations in the transformation to total quality management. This includes strategic planning, training, facilitation, process improvement, the use of metrics and statistical methods, and organizational assessment. We have extensive experience with government organizations.

Core personnel...

Our consultants were formerly leaders in an award-winning government organization. They led the quality transformation process that resulted in the organization winning the first Federal Quality Prototype Award. This organization is also the only two-time winner. All of our consultants have advanced degrees, at least 30 years experience in management, and one is a former Malcolm Baldrige National Quality Examiner and Judge for the North Carolina Quality Award. All have worked with organizations in the private sector, in state government, and in the federal government.

Preferred approach...

Our approach to quality improvement is based primarily on the teachings of Dr. W. Edwards Deming; however, other approaches are discussed and applied where beneficial. We recommend that all training be provided on a just-in-time basis and that the unit's leadership be provided quality philosophy and orientation training prior to training others in the unit. After obtaining the leadership's commitment, we proceed with the changes necessary to achieve a quality transformation. If the organization does not have a strategic plan, we recommend that one be developed. We will facilitate the leadership group in their effort to produce a plan that will help the total organization focus on its mission and vision. We believe organizations without a clear understanding of their mission and without a shared vision lack the sense of direction and shared commitment to successfully accomplish the quality transformation in a reasonable amount of time.

The transformation to a total quality organization is a long-term process and we prefer to develop and maintain long-term relationships with our customers. However, we plan from the beginning to establish a self-sustaining effort where our services are not needed within a reasonable time. Nonetheless, many of our customers continue to use our services for strategic planning and just-in-time training for new groups.

Government customers...

Recent government customers have been:

- ▶ Ann O'Conner, OSD/QM, (703) 588-8151
- ▶ Chris Cabell, JCS/QM, (703) 697-2071
- ▶ Joe Stewart, ACOS/MWR, (910)451-2425

- Margaret Bailey, Manager/OE, (919) 733-6121
- Michael Williamson COS/DENR (919) 715-4984

Specialty areas...

Gartman & Associates has the capability to provide expertise in all areas of the MOBIS contract; we have particular expertise in organizational assessment using the Malcolm Baldrige National Quality Award or Federal Quality Award criteria and in strategic planning.

Consulting staff...

Our permanent consulting staff under the MOBIS contract consists of two consultants and support staff.

Locations...

We work out of offices in Morehead City, NC, Tampa, FL, and College Park, MD.

Gene Rouleau & Associates, Inc. (GRA)

2425 Parallel Lane
Silver Spring, Maryland 20904-5450

Telephone: 303-989-9659
Fax: 303-989-9373

Internet: www.generouleau.com

Point of Contact: Carlos F. Esparza, Vice President
Telephone: 301-989-9659

Our company...

GRA helps public sector and nonprofit agencies with consulting, facilitation, training, surveys (through a strategic partner), and privatization support services. Areas of expertise include: Strategic Planning; BPR; High-Performance Teams; GPRA; Performance Management; A-76; Customer Service; ISO 9000; Balanced Scorecard, and Malcolm Baldrige Criteria.

We get results. Just ask the federal hospital that we helped overhaul – and then won the national Robert W. Carey Award in competition with 171 hospitals. The award was based on Malcolm Baldrige Criteria, and GRA was cited at the award presentation.

We are uniquely strong in human resources management. The firm's principals and various senior associates were executives at the U.S. Office of Personnel Management. Among the HR services we offer: position classification/management, staffing, recruitment and employee-discipline. (GRA has also assembled a team to assist in armed forces recruitment). Additionally, we offer coaching to executives and managers in career enhancement, in general management, and in dealing effectively with poor performers.

Core personnel...

Nearly all colleagues have public sector experience with federal, state, or local government entities. Many have corporate, educational, and/or international experience. Six have doctoral degrees, two are attorneys, and two are medical doctors. Over half have advanced degrees. One colleague had a book published last year; several had articles published in professional journals. Every colleague has at least 25 years of professional work experience, and several have won Hammer Awards.

Preferred approach...

We're good listeners who devote time early in the process to truly understand the issues the customer is facing. Our project leaders then present potential approaches before starting – and we maintain close communications with the customer during all phases. We guarantee the quality of our work. Because we truly know government procedures and have studied "best practices," we get results. Our website, www.generouleau.com contains actual case studies! We have been called "minimalists" – in the best sense of that term – because of our ability to produce deliverables and add significant value without "running up the clock" and incurring large costs.

Government customers...

- ▶ EPA Air and Radiation Laboratory, Las Vegas, Nevada, Jed Harrison, Director, 702-798-2476. Organizational Effectiveness Study and Ongoing Support
- ▶ Department of Interior, Denver, Colorado, Milt Dial and Jimmy Mayberry (Project Managers), Royalty Management Program, Minerals Management Service, 303-231-3634 and 214-767-

7847. Consulting, Training, and Facilitation (Business Process Re-engineering and High Performance Teams)

- ▶ VA Medical Center, Erie, Pennsylvania, Steve Lucas, Director, 814-860-2576. Consulting, Training, and Facilitation (Business Process Re-engineering, High Performance Teams)
- ▶ Washington Suburban Sanitary Commission, Mary Kirby, Treasurer and Director of Finance, 301-206-7111, 14501 Sweitzer Lane, Laurel, MD 20707-1902. Organizational Effectiveness Consulting.

Specialty areas...

While GRA business consulting expertise is multi-faceted, we pride ourselves on being among the top providers of high-performance team development. We have a copyrighted 400-page manual that contains step-by-step guidelines on achieving dramatic improvements in operations and customer services through high performance teams.

Consulting staff...

GRA has a total staff of 30 consultants, most of whom are available on an on-call basis. We have the ability to respond quickly with top performers.

Locations...

GRA's headquarters is located near Dallas, Texas. Its operations office is in Silver Spring, Maryland. In addition to Texas and Maryland, GRA associates are located in Arizona, Colorado, Georgia, New Jersey, Virginia, and Pennsylvania.

The Gimbal Group, Inc.

2111 Wilson Boulevard, Suite 700
Arlington, Virginia 22201

Telephone: 703-351-5054
Fax: 703-351-7557

Internet: www.gimbal.com

Point of Contact: Alton J. Penz, Ph.D., President and CEO
Telephone: 703-351-5054

Our Company...

The Gimbal Group is a small management consulting business comprised of senior executives who focus on those problems or issues that keep senior managers or executives awake at night. We strive, through deliberate and intense analysis, to identify the fundamental "drivers" behind an issue and the keys to resolving it effectively. We believe that change in any organization is extremely difficult and challenging, and requires serious, persistent leadership. We attempt to "stay the course" with each client, to assist in achieving the changes desired.

The corporation's name is derived from the inter-locking rings used to support a compass (gimbals), and it symbolizes our mission: to help our clients steer a steady course to achieve their goals. The gimbals also remind us that significant issues should be examined from different perspectives to assure the validity of proposed solutions.

Core personnel...

Gimbal Group consultants are individuals whose track records confirm their extensive experience in business and government leadership and management at all levels and/or their formal analytical skills to address a wide range of management issues. We are comfortable assisting senior managers and executives with problems spanning a wide range of substantive areas, because we know how to design resolution processes to achieve success.

Substantively, we have held line and staff responsibilities in commercial retailing and consumer services, defense operations, human resource management, information technology management, and facilities management. We have re-engineered processes, systems, and organizations. And we have developed the analytical studies and performed the strategic planning necessary to execute changes successfully.

Preferred approach...

A client agency's situation, and our familiarity with that situation, determines the structure of the work, and we customize our approach to best fit the requirements. We do believe, however, that success comes more readily to those organizations that address change with the following hierarchy in mind:

- ▶ First, establish the vision and the strategic goals;
- ▶ Second, assure that all constituents, especially staff, embrace the goals;
- ▶ Third, seek to align business processes and organization structure to support the goals;
- ▶ Fourth, specify information systems to enable the processes.

We prefer this sequence instead of its reverse. (In this age of rapidly advancing information technology, the reverse sequence is all too tempting.)

We also advocate that the client establish, at every stage of work, performance metrics for defining expectations and measuring progress.

Government Customers...

- ▶ Richard Bradfield, COTR DeCA (804) 765 2876
- ▶ Margaret Barton, Prime Contractor Rep., SRA International (703) 558-7506 (Sub to SRA, several projects for DoD(OSD))

Specialty area...

Our MOBIS contract qualifications reflect our corporate abilities: we specialize in situations that are difficult to analyze, require very deliberate and comprehensive analysis to defend conclusions for change, and demand a clear strategy to achieve the envisioned changes.

We find that our facilitating skills and services complement our consulting capabilities effectively for many clients. Through facilitation, the client remains in control of the reasoning process and directs the search for opportunities to improve. Our consulting provides the supplementary means for analyzing specific situations in depth to support the overall change management process.

Consulting staff...

The size of the firm varies between five and ten senior executive consultants.

Locations...

We work nationally or internationally, as required, from our Arlington, Virginia headquarters.

Hay Management Consultants *(Member of the Hay Group)*

4301 N. Fairfax Drive
Suite 500
Arlington, VA 22203

Telephone: (703) 841-3100
Fax: (703) 908-3000

Internet: www.haygroup.com

Point of Contact: Ray Mauser
Senior Consultant

Our company...

The Hay Group was founded in 1943 and has grown to become one of the largest consulting firms in the world specializing in organizational effectiveness and human resources (HR) management. With our international headquarters in Philadelphia, we have a network of more than 72 offices in 34 countries and a worldwide staff of approximately 2,000 employees.

Our mission: To help our clients implement their strategies by effectively organizing, managing, and rewarding their people.

Core personnel...

We take pride in our highly trained, experienced, talented personnel. The majority of the Hay staff are Ph.D.s, M.P.A.s and M.B.A.s. We are a full service "people focused" firm, dealing with all facets of people at work. As such, many of Hay's core personnel work both in the public and private sectors and are able to bring best practices to address client needs. For example, we put into practice our philosophy, "Achieving Strategy through People." Hay's staff resourcing policy is explicitly designed to bring the appropriate knowledge area experts to the client situation and deliver superior results.

Preferred approach...

The Hay Group's approach for working with clients is on a partnership basis. The Hay Group views our success as tied to our clients' success – that is, when their goals are achieved, we are successful.

Government customers (as of April 1999)...

- ▶ Department of Treasury, Bureau of Public Debt, Mr. William Falls, (202) 219-3536
- ▶ Immigration and Naturalization Service, Director, Human Resources, Ms. Carol Hall or Ms. Cathie Kasch, (202) 514-3636
- ▶ Federal Aviation Administration, Human Resources, Mr. Harry Olmsted, (202) 493-4523
- ▶ U.S. Air Force, Directorate of Services, Lt. Col. Carl Zimmerman, (703) 604-4932

Specialty areas...

Hay is a full-service GSA MOBIS vendor. We are qualified to provide services and products under five GSA awarded Special Item Numbers: consulting, facilitating, surveys, training, and support products. Hay specializes in organizational performance improvement and human resource management consulting. Hay services include:

- ▶ *HR Planning and Development* – Competency-based selection, Performance Management, Team Effectiveness, Leadership Development, and Succession Planning, Building and Mastering Emotional Intelligence for Individual Effectiveness, Recruitment and Retention, and HR Effectiveness Assessments
- ▶ *Research for Management* – Customer and Employee Surveys, Work Culture Assessments
- ▶ *Work Effectiveness* – Large-scale Change Management, Organizational Development, Business Process and Redesign (BPR), Job Redesign, Studies and Analysis, Performance Measures, Strategic Planning
- ▶ *Compensation* – Pay Structures, Employee Incentives, Custom Compensation System Design
- ▶ *Benefits* – Actuarial Services, Retirement Planning, Health and Welfare Planning, Plan Financing and Design, Experts on Federal Benefits

Consulting staff...

Approximately 2000 worldwide; about 50 in the DC Metro Office.

Locations...

The Hay group has offices located in 18 major cities in the U.S.

Arlington, VA (<i>DC Metro</i>)	Dallas, TX	Norwalk, CT
Atlanta, GA	Kansas City, KS	Philadelphia, PA*
Boca Raton, FL	Lincolnshire, IL	Pittsburgh, PA
Boston, MA	Los Angeles, CA	St. Petersburg, FL
Charlotte, NC	Minneapolis, MN	Walnut Creek, CA
Chicago, IL	New York, NY (<i>Metro NY</i>)	Weston, FL

* *Corporate Headquarters*

Hay also has 55 offices located in cities outside the United States.

High Involvement Work Systems

13700 US HWY 285, Suite 200
Pine, CO 80470

Telephone: 1-800-705-9999
Fax: 303-838-3011

E-mail: Hiperf@aol.com

Point of contact: Bill Rose, Principal

Our company...

High Involvement Work Systems (HIWS) is a recognized leader in the design, delivery and integration of training, organizational development, and transformation consulting services. We have provided consulting and training for thousands of government and private sector employees throughout the United States and Canada.

Core personnel...

HIWS government branch personnel have combined experience of over 40 years. Our reputation for integrity, honesty and value are assets we will not compromise and represent our professional commitment to the highest quality products and services. In addition to the appropriate degrees and breadth of expertise, our team has individuals with first hand experience in government initiatives and programs. This includes former reinvention lab leaders, practitioners and leaders of successful pilot programs under the GPRA and NPR and faculty and staff members of the of the US Army Organizational Effectiveness Center and School.

HIWS also teams with other highly qualified and experienced subcontractors for specialized areas as needed.

Preferred approach...

Our values reflect the principles, which are the cornerstone of our company. We believe each customer has unique needs requiring diverse services designed to meet their particular environment. HIWS specializes in personalized assessment to ascertain the strengths and weakness of the organization and tailors training, leadership development and executive consultation to emphasize those strengths. We further believe in helping an organization enhance actions that have already been taken to achieve their outcomes, rather starting over with a new approach.

Customer relationships and the success of our clients are the foundations of HIWS guiding principles. To show our commitment, we encourage our customer change leaders and change agents to take advantage of our 1-800-number and offer them "phone" consulting for "life." This service provides free phone consultation (phone call at their expense) as long as they are servicing as a change agent in any capacity. We still receive calls from clients that worked with us years ago.

Government customers...

- ▶ Paul Prouty, Assistant Regional Administrator General Services Administration, Denver, CO, 303-236-7245
- ▶ Dr. Robert Nervig, U.S Veterinary Service, US Dept of Agriculture, 303-784-6216
- ▶ Brian Polli, Assistant Commissioner for Property Disposal, General Services Administration, National Headquarters, Washington, D.C., 202-501-0084

- ▶ Leighton Waters, Assistant Regional Administrator, General Services Administration, Ft. Worth, TX, 817-978-2522

Specialty areas...

HIWS has the capabilities within all areas under the MOBIS Contract. We have a proven track record in consulting to large scale change and the integration of sub-systems required to ensure organizational success. We are particularly noted for developing success with small and complex organizational change initiatives. As our name *High Involvement Work Systems* implies, we facilitate involving the entire organization in a major change initiative. We use tools and techniques to support involvement throughout the organization and provide roadmaps to achieve the organization's outcomes.

Consulting staff...

HIWS permanent consulting staff has 10 members that work government related business. They bring four critical elements for success. First, is an understanding of the government environment and the issues facing today's government agencies (National Performance Review (NPR), Government Performance and Results Act (GPRA)) as well as Office of Personnel Management (OPM) policies governing human resources.

Second, we have experience with both small and large-scale organizational change initiatives. We don't believe one size fits all, therefore we tailor our approach to both content and process issues accordingly. Thirdly, our staff has strong experience working with the human element. As our slogan says, "we *enhance human systems potential*." Finally, we have worked with a wide variety of both government and industry to implement change. Our first hand experience breathes life in to each change experience.

Locations...

HIWS has associates in several locations throughout the country, however all government business is channeled through the Pine, Colorado office.

High Performance Learning, Inc.

53 Flanagan Drive
Framingham, MA 01701

Telephone: (508) 877-3600
Fax: (508) 8773600

E-mail: HPLINFO@AOL.COM

Point of Contact: Steven J. Aronson, President & CEO
Telephone: (508) 877-3600

Our company...

HPL's Vision is to be recognized as a national leader in helping clients to improve organizational performance, especially during periods of rapid change. HPL's Mission is to:

- ▶ delight our customers before, during, and after every project.
- ▶ Always maintain the highest professional and ethical standards.
- ▶ Develop collaborative & mutually beneficial partnerships with employees.
- ▶ Provide our customers with as much flexibility as possible, without sacrificing the quality of our work.
- ▶ Enjoy and be passionate about the work we perform for our customers.
- ▶ Grow our network of customers and professional staff worldwide

Core personnel...

The success of High Performance Learning is due to the outstanding Executive Consultants, Senior Consultants, Consultants, Senior Facilitators, Facilitators, Program Developers, Senior Trainers and/or Trainers that we utilize in all of our assignments. Our staff brings a tremendous depth of experience in working with Fortune 500 clients and Federal Government Agencies. All of our Executive and Senior level staff have advanced degrees and at least ten years experience working in their respective areas of expertise.

Preferred approach...

The key to our success has been our ability to meet with our clients (especially at the Senior Management and Human Resource/Training level) and jointly agree on a set of "valid requirements" for each project. We treat each client and each project as a new and unique assignment. Thus, it is very important for us to match up the right HPL human resources (i.e., from our "pool" of Executive, Management, and/or Employee level Consultants, Facilitators, and/or Trainers) with the unique needs of the customer. Just as important, if training is part of the unique solution that we are providing to one of our customers, we need to provide the right mix (from our more than 50 available training modules) with the client's valid requirements (using either "pre-designed" training modules or customized training modules). Last, but not least, a rigorous evaluation of the impact of our consulting, facilitation, and/or training services and/or products has to be built into every client engagement.

Government customers...

- ▶ Jenny Hermansen, Training & H.R.D., Department of Energy, (202) 426-1530, HPL Consultant: Ken Amitin
- ▶ Alethea Long-Green, Director of H.R., Patent & Trademark, (703) 305-8062, HPL Consultant: Carlene Reinhart
- ▶ David O'Connor, Office of H.R.O.S., EPA, (202) 260-4467, HPL Consultant: Alice Nichols
- ▶ Harriet Bobo, Director, Treasury Institute, Department of Treasury, (202) 622-9311, HPL Consultant: Maggie Bedrosian

Specialty areas...

Our company has the capability to provide Executive level, Management level, and/or Employee level consulting and/or facilitation services. In addition, our "pre-designed" and customizable Training Services and Support Products include multi-media training programs for the following topics: Innovation & Creativity; Mission Deployment; Change Leadership; Performance Management; Time Management Customer Service; Personal Achievement; Mentoring; Employee Development; Career Development and other key organizational training & development issues.

Consulting staff...

Our total staff includes thirty-five Executive Consultants, Senior Consultants, Consultants, Senior Facilitators, Facilitators, Program Developers, Senior Trainers and Trainers.

Locations...

In addition to our main headquarters in Framingham, MA, our Executive and/or Senior Consultants and Facilitators are located in the following cities: Washington, DC, Philadelphia, New York City, Atlanta, Ft. Lauderdale, Chicago, Houston, Seattle, San Francisco, Los Angeles, Santa Fe, and Denver.

IBES, Inc.

227 Southwind Place
Manhattan, KS 66503

Telephone: (785) 537-4955
Fax: (785) 537-4307

Internet: www.ibesinc.com

Point of Contact: Frank A. Tillman, CEO

Our company...

IBES, Incorporated offers diverse capabilities and services relating to a wide variety of problems and issues. Specific areas of strength are industrial engineering, computer services, strategic planning, process reengineering, operations research and A76 work.

IBES prides itself on its professional approach to its clients. Founded in 1987, IBES has acquired a staff with extensive experience in our service areas to ensure our clients receive the highest quality support.

Core personnel...

IBES personnel have experience in consulting services across the spectrum of business requirements for both government and industry. Most of our senior staff have experience in working as managers within the Federal Government and commercial interests as well as providing consulting services. This extensive corporate and individual experience coupled with our close association with academia provides our clients with an exceptional combination of leading-edge technology and practical advice. IBES will also supplement its in-house expertise with skilled and experienced subcontractors as needed for specialized client services.

Preferred approach...

When we provide consulting services we work closely with our client to ensure we provide individuals with the right skills and experience to meet their needs. We also spend time learning from the client what they expect from our service and the improvements they would like to achieve in their organization.

Government customers...

- ▶ Joe Busch, Logistics Integration Agency, (703) 617-4530
- ▶ Tom Thoma, Defense Information Service Agency, (703) 607-6873
- ▶ Bernella Brown, Federal Aviation Administration, (202) 267-7416

Specialty areas...

IBES, Inc. has the capability to provide expertise in a wide range of service areas, including Economic and Decision Analysis, Asset Management, Human Resource Analysis, Business Process Reengineering, Industrial Engineering, Strategic Planning, A76, Management Analysis, Modeling and Simulation, Operations Research and Logistics.

Consulting staff...

IBES employs a staff of approximately 40 experts in its Kansas and Virginia offices.

Locations...

Manhattan, Kansas is our company headquarters. We also maintain offices in Leawood, Kansas and Falls Church, Virginia.

inSITE Training & Development, Inc.

8810 Sandrope Court
Columbia, MD 21046

Telephone: (301) 596-7657
Fax: (301) 596-7221

Internet: www.insitetraining.com
E-mail: learn@insitetraining.com

Point of Contact: Patti Berry
Telephone: (301) 596-7657

Our company...

inSITE Training & Development, Inc. is a relationship-driven organization dedicated to excellence in corporate and adult education. We offer over 150 courses in management training and consulting, computer training and consulting and software process improvement. The forte of the company is its customized training and consulting services allowing a client to depend on inSITE's experience and expertise to custom design, develop and deliver training solutions to meet the specific performance objectives of the client.

inSITE, a women-owned small business, was founded in 1991 by Susan S. Porter. Since that time she has worked with training managers in companies from all over the Baltimore/Washington area to help them get the most value out of their training dollars.

At inSITE, we are interested not only in satisfying our clients' stated requirements, but we go beyond to add true value to the training process. We build relationships with our customers so that we might anticipate their training needs. We hold pre-training conferences to better understand the goals and objectives to be served by the training. In advance of each session, we send copies of the course agenda to our clients so that they might adjust the course content to better serve their needs. In most instances, we will customize our courses at no extra charge to increase their value.

Core personnel...

The core personnel at inSITE Training & Development, Inc. includes President, Susan S. Porter who has an extensive background and experience in education. She manages projects, evaluates trainers and courses, markets services to new clients, and stays current in the field by participation in various professional training groups. inSITE also has three additional full-time employees who have a wide degree of expertise in marketing, sales, public relations, proposal management and customer relations.

Our quality program begins with a commitment to provide our customers with the highest quality instructors and training courses. We carefully review course outlines and materials. We demand current references from our instructors and carefully check each one. We interview prospective instructors who pass our initial screening, however, not every instructor is accepted. Only those holding the highest credentials in their disciplines, known for their reliability, attention to satisfying customer needs, excellent presentation skills, and the quality of their work are eligible for inclusion on the inSITE list of instructors. As a result of our commitment to quality, we are pleased to offer the services of trainers with national reputations, many of whom have written books, published articles, spoken at national conferences, or otherwise contributed to the advancement of the training profession.

Preferred approach...

At inSITE, we help our clients get "more than a day of training out of a day of training." We encourage a pre-class assignment such as a student survey, reading assignment or customized CBT module. Our instructors always hold a pre-course assessment (with you and/or your staff by phone or in person) to insure as much customization of the program as possible. Additionally, we provide suggestions for post-class follow up assignments. We want to make sure your students are able to apply the skills they have learned!

Government customers...

- ▶ National Academy of Sciences, Kathie Callahan, (202) 334-3405
- ▶ FDC Technologies, Anita Douglas, (301) 961-0651
- ▶ Federal Aviation Administration, Doris Black, (609) 485-6478
- ▶ Health Care Financing Admin., Laura Hamilton, (410) 786-0227
- ▶ Embassy of Australia, Sue Frady, (202) 797-3160

Specialty areas...

inSITE Training & Development, Inc. has expertise in the consulting, facilitation and training areas of the MOBIS schedule. inSITE's area of expertise and goal is to provide a wide variety of resources to help people do their jobs most effectively and educate employees in a variety of areas. Our specialty is being able to use the combined talents of a number of different resources to provide unique, creative programming such as our Skills Series. We know our clients want and need a one-day approach that meets their criteria of focusing on the critical skills needed to conduct everyday business.

Consulting staff...

Our consulting staff is not permanent. We work closely with a select group of 40-50 professionals on an as needed basis.

Locations...

None

International Institute for Learning, Inc.

110 East 59th Street, 6th Floor
New York, NY 10022-1380

Telephone: (800) 325-1533
Fax: (212) 909-0558

Internet: www.IIL.com

Point of Contact: Christopher Gregg, VP
Telephone: (800) 325-1533 Ext. 5112
E-Mail: CBG@AOL.com

Our company...

International Institute for Learning, Inc. serves organizations that have chosen project management as a key part of their business strategy for competing in the global marketplace. IIL recognizes that in today's highly competitive, resource-scarce, global focused, Internet-time-based environment, project management is rapidly becoming the top priority in assuring organizational/agency success.

IIL is headquartered in New York City with trainers and consultants located throughout the country. Its reproduction and distribution center is strategically located in Southwest Missouri in order to ship anywhere in the US at the lowest possible rates with the highest quality of service. IIL is actively involved with Project Management Institute. Many of our trainers hold official PMI offices and are also running for upcoming positions, including President of PMI. Over 300,000 people have participated and/or purchased our public and on-site seminars, certificate programs, distance learning/satellite broadcasts, and technology enabled learning product/programs. IIL has produced (and is in the process of producing more) key technology enabled learning product(s) that take the place of or support/shorten the standard classroom training programs.

IIL has been and will continue to be a leader in offering distance learning programs via satellite, videoconferencing, and any other technologies that are universally applicable to our marketplace. IIL has produced, marketed and/or sold such programs with world-recognized leaders in various fields such as Dr. Harold Kerzner on project management, Dr. Joseph M. Juran on quality, Dr. Margaret Wheatley on organizational change, Dr. Gary Hamel on corporate strategy, Drs. Genichi Taguchi and Donald Wheeler on understanding variation, and many others.

IIL offers a complete Project Management curriculum as well as a successful career path development process for all levels in the organization through: Public seminars and certificate programs, which are scheduled over 150 times each year in the top 75 - 80 cities. An on-site customized project management curriculum, which constitutes over 50% of IIL annual business. Consulting assignments, including individual and group coaching, Technology Enabled Learning programs and products (including live interactive satellite broadcasts/distance learning programs, instructional video programs, complete computer based training programs, electronic performance support systems, interactive CD-Rom products, intranet-capable programs, streaming video, etc.)

IIL has the premier **Certificate Program** in Project Management. In this program participants learn more about project management and how they can employ this powerful knowledge and technology to maximum effect in their own particular workplace. Passing the PMP exam has proved to be an easy by-product of this experience.

In addition, IIL has had enormous success assisting the private/public sector with implementing quality documentation systems. We are pleased to be offering our expertise in the areas of **ISO 9000** and **ISO 14000** to government agencies.

Core personnel...

IIL's trainers are the "best of the best" in the area of project management. All of them, by definition, are the most highly experienced practitioners with excellent facilitation skills. Several of them are internationally recognized professionals. All of them have a profound knowledge base and years of hands-on, real life experience working on projects from all types of industries. The majority of them are Project Management Professionals (PMP). All newly hired project management trainers must join us with these credentials or agree to become certified within the first 6 weeks of working with IIL. (Over 85% of our business is by referral and our trainers are largely responsible for this success.) IIL has trainers/consultants who are widely published, including several best selling project management textbooks. Dr. Kerzner's *Project Management: Planning, Scheduling and Controlling* has been the best selling PM textbook for the past 10 consecutive years. It is now in its 6th edition and known worldwide as the "bible" of project management. It is also PMI's best selling text. IIL has a global reputation for unparalleled expertise and strength in the field of Project Management.

Preferred approach...

IIL does not have a preferred approach to use in working with government agencies. IIL is known for its flexibility when working with clients. For onsite training, IIL will encourage client agencies to use our **Action-Oriented Learning Approach** to training. Our phased approach is as follows: **Action-Oriented Learning**

Phase 5: Post Training Mentoring

Phase 4: Project Management/ISO 9000/ISO 14000 Training Session(s)

Phase 3: Executive Briefing Session(s)

Phase 2: Design and Develop "Tailored" Training Courseware

Phase 1: Needs Assessment for Training

IIL's extensive experience with project management process puts us in a class of our own. IIL has a unique combination of in-depth experience with turn-on-a-dime responsiveness and flexibility. Our solid track record of getting people certified as PMPs (94% success rate) shows that what we do really works, and demonstrates our ability to partner with our client, proving the effectiveness of the client's and IIL's capabilities.

Government customers...

- ▶ GSA: Rick Thomas Program Mgr. (253) 931-7343, SBA: Reynnaye Johnson (303) 844-0681
- ▶ IRS: Linda Andrews (904) 232-3911, NASA/Barrios: Midge Davis (281) 244-2430
- ▶ Lower Colorado River Authority: Bill Maxwell (512) 473-3519.

Specialty areas...

IIL specializes in Project Management and ISO 9000/ISO 14000 training. We are also known for our expertise in Distance Learning and offering Technology Enabled Products.

Consulting staff...

IIL has 55 full-time staff, trainers, and consultants. IIL has another 60 trainers and consultants who make over 65% of their income from IIL. IIL has another 30 trainers and consultants who work with IIL on a contract (as needed) basis.

Locations...

Listed below are IIL's training related company-owned offices or affiliates (relationships) worldwide, including the territory covered by each office.

United States:

Monett, MO	Falls Church, VA
Atlanta, GA	Cleveland, OH
New York, NY	Los Angeles, CA
Idaho Falls, ID	Orlando, FL
Raleigh, NC	Omaha, NE
Rochester, NY	Boise, ID

Canada

Toronto, CAN

International

Monterrey, MEX
Hong Kong China
Cairo, Egypt
Sydney, AUS
Paris, France
Mexico City, MEX
San Palo, Brazil
Jakarta, Indo.

International Leadership Consulting, LLC

39859 The Narrows Road
Waterford, Virginia 20197

Telephone: 540-882-3593
Fax: 540-882-3597

Internet www.catoclin.com

Point of Contact: Rebekah Roberts, President
Telephone: 540-882-3593

Our company...

International Leadership Consulting, LLC (ILC), a woman-owned small business, is a joint venture between Catoclin Consulting, LLC and LEAD Consulting. ILC works with organizations that have made a commitment to finding better way of achieving their business goals and serving their customers. We use individually tailored programs to help organizations define their vision and business objectives, measure their performance against their objectives, and implement the change necessary to reach their goals. Our senior consultants help organizations and their leaders move beyond organizational survival by:

- ▶ *Creating systemic strategic focus*
- ▶ *Benchmarking and implementing best practices*
- ▶ *Implementing Balanced Scorecards and other performance measurement systems*
- ▶ *Fostering teamwork to achieve synergy and cultural transformation*
- ▶ *Improving customer service by focusing on customers' true needs and desires*
- ▶ *Integrating information technology into mission achievement processes*

Typical issues our customers wrestle with include:

- ▶ Their leaders are so busy focusing on operational issues that they have difficulty establishing a vision and developing a long-range strategic plan.
- ▶ Their mission has evolved to include additional programs, products or services but they have not updated or aligned their strategic and tactical plans to ensure success.
- ▶ They are finding that their traditional measures of financial success are insufficient to track the health of the business, but they lack the expertise to develop balanced scorecards or other outcome based measurement systems.
- ▶ Their corporate culture and/or processes are not aligned with their business objectives, leading to misunderstandings and wasted effort.
- ▶ They recognize that technology can be a tool for competitive advantage, but they don't know how to align technology initiatives with their strategic objectives.

Core personnel...

ILC's senior consultants draw on a wide range of in-depth experience to help our customers. Rather than using junior and mid-level staff who must learn while working on your projects, ILC uses recognized experts who get the job done quickly and correctly the first time, while providing added value based on their wealth of experience. Our consultants include experts in performance measurement, process

reengineering, facilitation, business strategies, and information technology, including web-based technology and data mining. When needed to fully meet the needs of our customers, we augment our team using talented subcontractors with proven expertise in specialized areas.

Preferred approach...

ILC uses participative processes to involve the people in the organization in strategic planning, performance measurement, process reengineering, and cultural transformation. We develop individually tailored programs to help our customers focus on what is truly important by aligning corporate values, mission, customer requirements, core processes, and key performance measures. Working as your partners, we can help develop Balanced Scorecards and other measurement systems that will ensure that people throughout your organization have the information and metrics necessary to achieve breakthrough performance. We can assist Federal agencies implement performance-based contracting and respond to the Government Performance and Results Act (GPRA) and to the Information Technology Management Reform Act (ITMRA or Clinger-Cohen Act).

Government customers...

- ▶ Carole Wharton, The Smithsonian Institution, 202-357-2917
- ▶ Victor Agresti, Department of Justice, Computer Services Staff, 202-307-6823
- ▶ Patricia Guest, US Navy, 717-605-7550

Specialty areas...

Our products and services include:

- | | |
|---|---|
| ▶ <i>Strategic planning</i> | ▶ <i>Performance-based budgeting</i> |
| ▶ <i>Management analyses</i> | ▶ <i>Program and project management</i> |
| ▶ <i>Performance measurement and management</i> | ▶ <i>Workshops, retreats, focus groups</i> |
| ▶ <i>Development of Balanced Scorecards</i> | ▶ <i>Training and seminars</i> |
| ▶ <i>Best practices benchmarking</i> | ▶ <i>Information technology planning</i> |
| ▶ <i>Team building and coaching</i> | ▶ <i>GPRA and Clinger-Cohen Act implementation</i> |
| ▶ <i>Business process reengineering</i> | ▶ <i>Enabling technologies, including internet-based performance measurement and decision support systems</i> |
| ▶ <i>Performance-based contracting</i> | |
| ▶ <i>Business case analysis</i> | |

Consulting staff...

ILC has four principals and approximately 12 consultants.

Locations...

We have branch offices located in Des Moines, Iowa and Reykjavik, Iceland.

Ivy Planning Group

10413 Boswell Lane
Potomac, Md., 20904

Telephone- 301-309-0221
Fascimille- 301-738-9368

Internet: www.4mobis.com

Point of Contact: Stephanie Harris Jackman

Our company...

Ivy Planning Group is a full service management consulting firm. We assist organizations in their efforts to be customer-driven by focusing on strategic planning, marketing, process improvement and human resource management.

Core personnel...

The Ivy Planning Group team represents a unique mix of talent in customer service strategy development, execution, planning, and assessment methodologies, marketing, and change management. This, coupled with the synergy of experiences of established, senior professionals, provides DOJ with a diversity of talent to develop and execute any engagement with effectiveness and efficiency. Our goal is to delight you!

Preferred approach...

Ivy creates a multi-tiered approach to engagement management. It is based on our belief that both technical and relationship issues affect the quality of the customer's experience. Moreover, this approach creates better linkages and leverage between strategic and tactical issues. For every client engagement, a Senior Partner (one of the firm's founders) is assigned. That person is ultimately responsible for customer satisfaction. That person has the ability to represent the firm at its highest level.

Planning for the success of every engagement starts at the beginning. Milestones are created for both Ivy and the client. Performance measures are created jointly with the customer and agreed upon. As a firm that specializes in performance measurement, we apply those procedures to our own engagements. In addition to the Engagement Manager, Ivy assigns specific quality responsibilities to the lead Senior Consultant for each project.

The Engagement Manager provides overall direction to projects and serves as the primary client contact. The Engagement Manager is measured on the success of individual engagements. They bring subject matter expertise and provide both technical and relationship management skills. Engagement Manager responsibilities include: Meet regularly with the client to ensure satisfaction and to determine intervention's impact; Establish measurable program objectives with the client; Work with the client team to establish collaborative relationship; Organize the client/Ivy team; Ensure that materials are produced and delivered on a timely basis; Keep the project on budget and on time; Work together with the client to integrate the dynamics of this project into other human resources and customer service work the client is involved with; Serve as quality control manager for project to ensure that project meets agreed-to milestones. Account management is the responsibility of the team of senior consultants that you and your people interact with on a daily basis. Each of these people is empowered to make decisions and bring the right solutions to your organization. Our management philosophy is to solve the customers' problem. Our multi-tiered approach works because each tier performs as if they were the only one. Most importantly, we commit to making your experience with Ivy a seamless one.

Government customers...

- ▶ Office of the Comptroller of Currency, Ms. Cindy Pettit, Director of Quality, (202) 874-4515
- ▶ U.s. Department of Agriculture, Animal and Plant Health, Inspection Service, Dr. Craig Reed, Acting Associate Administrator- (202) 720-3861
- ▶ Federal Quality Institute, Michelle Hunt, Former Executive Director, Federal Quality Institute, Current Director of Vision and Values - (202) 337-7497
- ▶ District of Columbia Government, Jean Clark-Harris, President Details International Inc. (202) 547-2545
- ▶ National Institutes of Health / National Cancer Institute, Carol Smith, NCI Customer Service Committee Member (301) 435-5215

Specialty areas...

Ivy supports its customers' continuous improvement processes through the formation of the organizations' strategy, translation of strategy into tactics, and implementation through training, change initiatives, and consulting services.

Consulting staff...

Total staff includes 20 full-time consultants and directors.

Locations...

Ivy Planning Group has offices in Potomac, Maryland, New York City, New York and Chicago, Illinois.

James Martin Government Intelligence

3050 Chain Bridge Road
Fairfax, VA 22030

Telephone: 703 383-7000
Fax: 703 383-7023

Internet: www.jmgi.com

Point of Contact: Linda Christoforo
Telephone: 703 383-7004

Our company...

James Martin Government Intelligence is a full-service management consulting company with expertise in improving business and government through information technology. JMGI developed and implemented a comprehensive service approach and process known as Enterprise Engineering that incorporates the analytical, cultural, and technical expertise necessary to transform organizations, large and small, through a determined level of change to meet new business requirements. JMGI has developed methods that incorporate best-in-practice models by leveraging a rich toolkit of techniques to support various technical implementation requirements and maintains a consistent application of those techniques throughout the entire organization. As a core competency, JMGI makes significant investments in keeping its methodological approach current with the changing needs in the information industry and with emerging technology. All JMGI consultants are trained in the methods and techniques of Enterprise Engineering. As a result, JMGI is well positioned to provide Enterprise Engineering consulting services to the defense, criminal justice, foreign affairs, and intelligence communities.

Core personnel...

JMGI Enterprise Engineers work on a daily basis as active consultants to government organizations at all levels. JMGI consultants provide expert advice and assistance to agencies' managers. The JMGI consultant is trained and experienced in the techniques of moving organizations into the uncharted waters of change. JMGI consultants work with Corporate Boards of Agencies, the CIO, the Director level, and the rank and file implementing process improvement. The JMGI consultant employs a multiplicity of talents and experience. Central to all these skills is the ability to listen and provide competent advice to the client on actions to be taken to advance an organization's goal. The JMGI consultant is a master in providing mature analysis of current plans and operations and making recommendations on improvements.

JMGI maintains a staff of highly trained mature Information Technology consultants. Our consultants have proven abilities to work on sensitive information management issues in classified settings. Our consultants hold Top Secret or special clearances. In addition to our staff, JMGI maintains a cadre of highly skilled and experienced subcontractors. These subcontractors provide specialized expertise in areas, such as Infosec, law enforcement, C4I.

Preferred approach...

The JMGI approach is to use our well-developed methodologies, intellectual capital developed through years of experience, and our mature, competent staff. As an innovator in change management, JMGI addresses the myriad of problems facing government clients. We have provided quality systems and services support on many complex government and commercial projects. JMGI, with a reputation as a top-quality, professional firm, has completed these projects with integrity and professionalism. The cornerstone of JMGI's corporate culture is our commitment to excellence, which is essential to maintaining superior performance. We constantly strive to achieve and maintain the highest levels of

quality in our products and services and are committed to delivering the best – on time and within budget.

We work closely with our customers. We enlist Executive sponsorship early to ensure a clear understanding of organizational goals and project expectations. We also encourage significant end user involvement.

The JMGI Enterprise Engineer in the consultant role usually, at the direction of the client, will work on a team with the client to address an issue. This teaming provides client management with added value derived from the consultant's ability to perform as the facilitator, task expert, and objective participant. In addition, management benefits from the expertise of their staff's knowledge and expertise of their respective functional and organizational areas. Often we find that the role of consultant and facilitator are so woven in an engagement that the Enterprise Engineer assumes both roles.

Government customers...

- ▶ Dr. Joe Kielman, Chief Scientist FBI, 202-324-1530
- ▶ Danny Mcle, Director, US Department of State, 202-647-2977
- ▶ Joann Plitt, COTR, US Department of State, 202-647-4181
- ▶ Mark Taylor, Chief, Field Division, Census 301-457-1827

Specialty areas...

JMGI's specialty areas are:

- ▶ **Enterprise Architecture strategies:** JMGI works with clients to develop Enterprise Architectures, which establish investment priorities that are driven by business logic.
- ▶ **Process and Program Management:** JMGI assists clients improve effectiveness of project management and leverage best practices to achieve consistency and gain from previous experience,
- ▶ **Knowledge Management:** JMGI helps clients create an integrated system that will increase the velocity of information flow to match the need for rapid decision making,
- ▶ **Change Management:** JMGI helps business managers and IT professionals achieve business goals by implementing new practices and technologies,
- ▶ **CIO Transition and Support:** JMGI provides the guidance to structure all aspects of the CIO Office including, staffing models, management and strategic planning, role definition and formal training, and
- ▶ **Software Engineering Institute Capability Maturity Model Implementation:** JMGI assists clients in establishing processes that are disciplined, standard, consistent, predictable and continually improving.

Consulting staff...

The current permanent consulting staff is approximately 21 consultants. Based on current business trends, we anticipate more than doubling the staff within 1999.

Locations...

JMGI is headquartered in Fairfax, Virginia and does not maintain any other offices.

Jupiter Corporation

Suite 900, Wheaton Plaza North
2730 University Boulevard West
Wheaton, MD 20902

Telephone: (301) 946-8088
Fax: (301) 946-6539

Internet: www.jupitercorp.com

Point of Contact: Marty Martinez
Email: marty_martinez@jupitercorp.com

Our company...

JUPITER Corporation is a management and technical services company based in Wheaton, MD. In the area of Organizational and Management Consulting, JUPITER provides customers with services designed to improve their overall management capabilities and techniques. JUPITER provides services in several areas:

- ▶ Total Quality Management and Continuous Improvement
- ▶ Organizational Assessment and Development
- ▶ Strategic Planning and Action Planning
- ▶ Executive Coaching and Leadership Development
- ▶ Meeting/Retreat Design and Facilitation
- ▶ Change Management and Implementation
- ▶ Customized Training Development and Implementation
- ▶ Off-the-Shelf Training Courses and Workshops

Since its founding in 1986, JUPITER has earned a reputation for delivering high quality products and services to clients in the public and private sectors. JUPITER qualifies as a small disadvantaged business.

Core personnel...

JUPITER's Organizational and Management Consultants have an average of 20 years experience consulting in both the public and private sectors. Our highly experienced staff addresses unique client needs and challenges with a diverse base of skills including strategic planning, total quality management, executive coaching, training development, change control and management, and meeting facilitation.

JUPITER's Organizational and Management Consultants work to the highest set of values and standards and, as a result, provide superior, on-time, and cost-effective services that fulfill our customers' needs. We are committed to quality, integrity, and teamwork. JUPITER has earned a widely recognized reputation for customer and employee satisfaction based on excellent service and a high level of commitment.

Preferred approach...

JUPITER Corporation has a strong interest in meeting or exceeding its clients' needs. JUPITER clearly understands that its success as a service business is tied directly to attaining complete customer satisfaction—by delivering a superior product in a timely and cost-effective manner. JUPITER commits the full extent of its corporate resources to the success of the work proposed. The Key Personnel for assigned work report directly to JUPITER's corporate officers who maintain close oversight and provide whatever resources are required to get the job done.

Government customers...

- ▶ Cherill Covington, Department of Energy – (202) 586-9333
- ▶ Vivian Smith, General Services Administration – (202) 501-2971
- ▶ John Wheeler, Department of Energy – (301) 903-2028
- ▶ Richard Lewis, Department of Energy – (202) 426-6066

Specialty areas...

JUPITER has the capability to provide expertise in all the service areas under the MOBIS contract.

Consulting staff...

JUPITER Corporation has a staff of 79 people.

Kelly, Anderson and Associates

424 North Washington Street
Alexandria, VA 22314

Telephone: (703) 518-8828
Fax: (703) 518-8868

Internet: www.kellyanderson.com

Point of Contact: Dennis Young, Business Unit Manager

Our company...

With nearly two decades of providing clients strategic management, organizational and business improvement support, Kelly, Anderson & Associates (KAA) delivers comprehensive services tailored to the evolving needs of the government manager. Our precision services encompass an understanding of the technical, policy and budgetary considerations that influence agency objectives. As a result of our corporate experience with Fortune 200 companies and Federal Government contracting, KAA is uniquely positioned to have a mastery of changing agency requirements and the best commercial products available to the government client.

Core Personnel...

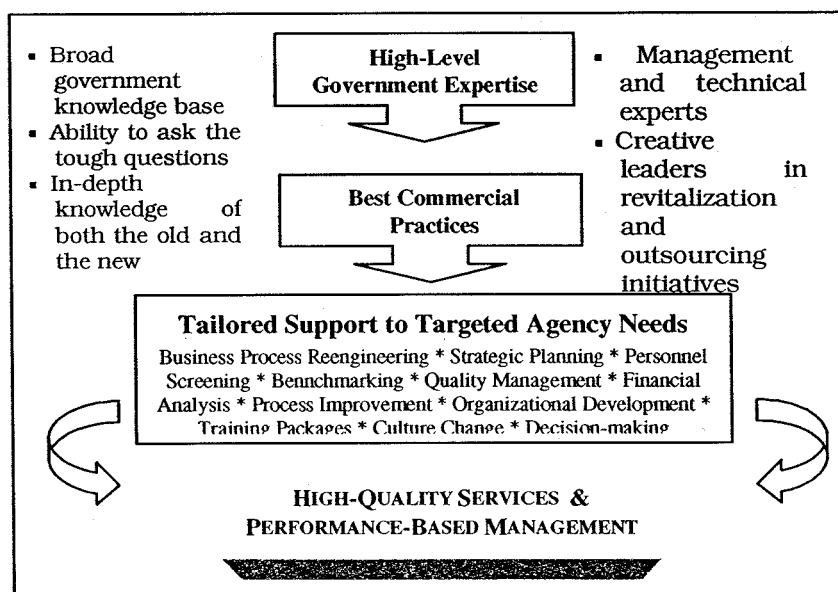
KAA unites the strengths of the commercial and government sectors to provide optimum support to the Federal manager. The KAA strategic advantage is our network of expert consultants with senior management and technical experience in government agencies. These consultants possess institutional knowledge of the missions, needs, challenges and limitations of all agencies, at policy, program and technical levels.

Together with our dedicated staff of project managers, the consultant network delivers expertise in policy formulation and review, strategic decision-making, executive and program management, financial and functional management and economic (cost/benefit) analysis.

Preferred Approach...

The KAA Process

KAA provides a full range of innovative approaches to business improvement in an environment of change. Combining the agency-specific knowledge of our consultants with best commercial practices, KAA provides precision support services. This approach considers both the unique strengths and limitations of each agency while designing effective strategies to produce lasting organizational improvement.



Government customers...

- ▶ Lana Couch, 11 Langley Boulevard Aerospace Technology Building 1219 NASA Langley Research Center Hampton, VA 23681-2199 phone: (757) 864-6114 fax: (757) 864-8319 D.C.FREEMAN@LaRC.NASA.GOV
- ▶ Delma Freeman, 11 Langley Aerospace Technology Building Boulevard 1219 NASA Langley Research Center Hampton, VA 23681-2199 (757) 864-2836

Specialty areas...

KAA specializes in providing value-added consulting, facilitation and training services to the government manager.

Consulting Services (SIN 874-1): From team building to techniques for developing effective styles of leadership, we work within the unique parameters of each agency on an individual or small group basis to achieve maximum positive results. Our services in the area of independent assessments and evaluations can be applied to improve program, operational and management performance. Using innovative techniques, we work with managers to help them improve processes, redesign organizational structures, business systems and management approaches.

Facilitation Services (SIN 874-2): KAA uses a number of different facilitation techniques to support group briefings, discussions and workshops; we lead diverse groups with varying interests to a common goal by providing overall guidance in the collaboration effort. Our facilitators work with executive-level teams, cross-functional work groups, integrated product teams and employee teams to break down barriers and guide organizational development.

Training Services (SIN 874-4): KAA provides a full range of training courses, tailored to the needs and constraints of individual agencies. Each course complements our consulting and facilitation services through constructive reinforcement. KAA's approach provides focused, customized human resources development, skills enhancement and practical integration into everyday operations. Topics include: shaping supervisory roles, developing vision, mission, strategy and business planning, assessing and improving interaction patterns and analyzing core competencies.

Consulting staff...

KAA delivers a competitive advantage by offering over 120 specialized, expert consultants with a wide range of government experience. As a result of our reputation for quality services and our extensive network of government contacts, Kelly, Anderson & Associates is able to quickly supplement our pool of key consultants in order to meet the particular needs of a client agency.

KPMG LLP

1676 International Drive
McLean, VA 22102

Telephone: (703) 747-3000
Fax: (703) 747-8500

Internet: www.kpmgconsulting.com

Point of Contact: Thomas E. Snider, Director of Contracts
Telephone: (703) 747-5614

Our company...

KPMG LLP is a leading accounting and consulting firm that delivers a wide range of information-based assurance, tax and consulting services that supply clients with the knowledge, systems and improved processes they need to compete successfully in a global environment.

KPMG provides business and technology services across a variety of disciplines that are critical to improving business performance and maintaining a client's strategic advantage for global business challenges and technological change. Our mission is to deliver exceptional business value by providing solutions that integrate business knowledge, strategy, operational improvement, and technology.

Core personnel...

Our Federal Services practice concentrates solely on issues pertaining to the Federal Government and its agencies. Currently involved in over 200 federal government contracts, KPMG brings more than 85 years of experience in serving the federal government. The Federal Services group has leveraged this knowledge and experience to set the standard for building long-term relationships and delivering multiple services to a single federal client.

Our consultants have an average of 13.5 years of experience. This experience enables us to anticipate the challenges our clients face as a result of legislative changes, customer needs, technological advancements, and economic trends.

Preferred approach...

KPMG uses a client-specific approach to advise our clients; our consulting professionals work together to address the unique needs of each public sector organization. For example, we developed the Business Measurement Process (BMP) specifically tailored to the needs of governments. BMP is a state-of-the-art audit process based on fundamental concepts of organizational design and performance, adapted from our private sector experience. It not only satisfies all legal and regulatory requirements, but goes a step further to identify opportunities for improving performance.

Government customers...

Client:

Air Force Material Command
(AFMC)

Work:

Capital Compliance and
Earned Value Analysis

POC:

Shawn Lyman
937-904-0047

Delivery/Task Order #:

GS23F9796H
F3360198FA375

Defense Finance and
Accounting Service (DFAS)

Financial Contract
Reconciliation Accounting 614-693-7326

MDA220-98-D-3000

Department of Justice JMD	Accounting Operations Process Improvement	Lee Lofthus (202) 616-5800	6C-K-JMD-0051 DO 2060
Department of Justice JMD/MPS	INS Quality Review	Robert Diegelman (202) 307-1800	6C-K-JMD-0051 DO 2052
Department of Justice Asset Forfeiture	Financial Management	Robert Weeks (202) 616-8005	6C-K-JMD-0051 DO 5003

Specialty areas...

KPMG specializes in strategy development, operations improvement, privatization and outsourcing, performance measurement, benchmarking, business process reengineering, change management, ISO9000, activity-based management, facilitation, training, surveys, and A76 studies. Please see enclosed brochure for further information.

Consulting staff...

KPMG employs over 92,000 people worldwide, with 23,000 in the US. Approximately 7,000 staff professionals are dedicated to US Consulting, of which 2,000 serve public sector-related needs.

Locations...

KPMG has 158 offices across the country. Our primary public services offices are located in every region in the US.

The Learning Group Corporation

15200 Shady Grove Road, Suite 400
Rockville, MD 20850

Telephone: (301)948-1922 x314
Fax: (301)948-1922

Internet: www.thelearninggroup.com

Point of Contact: Steven Salzman, Vice President

Our company...

Our mission is to improve the human and organizational condition by focusing on people, process, and performance. We take a holistic approach to improving organizational performance because we know that all critical systems within an organization must work together to effectively achieve results. In the Federal sector, most of our work supports GPRA requirements and making sure the organization is able to achieve results.

The Learning Group Corporation (TLG) is an organizational effectiveness consulting firm specializing in organizational development, human resource systems, and instructional systems. We service a diverse clientele in both corporate and government organizations. TLG, founded in 1984 by Stephen P. Goodrich, president and CEO, is headquartered in Rockville, Maryland, a suburb of Washington, D.C.

We recognize the significant influences currently affecting organizations, from GPRA to globalization to rapid technology deployment to increased focus on customers. The era of managing knowledge and continuous changes is with us.

We have an exemplary track record in dealing with clients in a variety of organizational settings. Our many long-term clients and the hundreds of projects we have completed support this record.

All our client services revolve around our trademark Organizational Effectiveness model™. Through the use of this model we are able to positively impact our clients' organization by focusing on the 10 critical key elements of every organization. Our service areas include:

Organizational Development	Human Resource Systems	Instructional Systems Development
TLG makes organizations more effective at achieving results. Through various OD initiatives we are able to help clients maximize efficiency, effectiveness and profitability. We apply our OE model in helping create effective solutions to organizational problems. We conduct analyses, facilitate work groups, evaluate systems, develop new processes, and create methods for managing and implementing change.	TLG designs, develops, helps implement, and evaluates a variety of human resource systems. Our staff are knowledgeable in HR systems and legal requirements. Performance management services help clients support people at work with effective job aids and tools designed to maximize performance, productivity, and quality.	TLG designs systems intended to maximize learning in the context of effective job performance. We treat the development of people as a multi-faceted activity that may include training, developmental assignments, mentoring/coaching, job performance aids, and other structured activities. All programs begin with a complete analysis of the content, context and user profiles. Systems are developed using any method or media.
<ul style="list-style-type: none">• Organizational effectiveness auditing• Strategic planning• Process reengineering/improvement• Leadership assessment/development/coaching• Change management• Quality improvement	<ul style="list-style-type: none">• Performance management systems and tools• Workforce planning• Job analysis• Selection and assessment systems• Performance-based compensation systems• Succession planning	<ul style="list-style-type: none">• Needs analysis• Design and development (any method or media)• Evaluation (Levels I-IV)• Curriculum planning and evaluation• Course delivery• Training management services

Core Personnel...

We have built a staff of complimentary capability (holding from 8 to 30 years of experience) which focus on the needs of our clients, consistent with our organizational effectiveness approach. Our staff backgrounds include clinical and industrial/ organizational psychologists, business, public policy, education, instructional systems, applied behavior, research, organizational development, management systems, and Malcom Baldrige examinations. Each of our staff have experienced in both the Federal government and private sector, bringing together the best benchmarks and methods. We have significant experience implementing GPRA and organizational performance requirements and helping government leaders realign their organization for achieving results.

Preferred Approach...

Our preferred approach is both technical and process oriented. Technically we use our organizational effectiveness (OE) model to guide us in taking a holistic approach toward organizational improvement. We choose to begin each engagement with a complete analysis of the organizational issues and their impact on the goals and objectives of the agency. We will then design and recommend solutions that are associated with a measurement system to ensure effectiveness. Once approved by you we develop and work with you to transition, communicate, implement, and monitor results.

Our holistic organizational effectiveness (OE) approach is critical to our success. This allows us to ensure we align critical systems and make sure the organization benefits from any intervention. For example, recognizing the impact the leadership has on all aspects of the organization or how we link a strategic plan to the effectiveness of the people, culture, or work processes. A training program needs to be linked to specific organizational performance requirements. Further, how each element in an organization supports "customer requirements." All the work we perform is tailored to the needs of the agency. We do not take off-the-shelf solutions and attempt to apply them. You can learn more about our model and approach by visiting our web site identified at the top of the first page.

From a process perspective, we choose to involve our clients in the work and partner with them. We begin each engagement with a kick off meeting during which we explain our process and approach. We state and agree to expectations for the outcome of the engagement and ask you to do the same so that there is a clear "meeting of the minds." We invite the agency staff to work with us hand-in-hand so that you are educated by our methods and outcomes and you build a capability on staff. We also build relationships with the organizational leaders to ensure full ownership is maintained and expectations are met.

Government Clients...

- ▶ Dr. Lawrence Grayson, Director of Higher Education Grant Monitoring Program, Department of Education, (202)260-3259
- ▶ Mr. James Heslin, Office of Human Resources Management Systems, Food and Drug Administration, (301)827-4135
- ▶ Ms. Candice Olds, Executive Office for Asset Forfeiture, U.S. Department of Justice, (202)616-1888

Specialty areas...

As you can see, based on our service areas described on the first page we specialize in organizational performance and improvement. This requires depth and breadth of expertise, which we have build internally. From small to large engagements we analyze organizational systems and help you improve performance and achieve organizational effectiveness. This experience allows us to audit

organizations for organizational effectiveness, facilitate reengineering, develop strategic plans, develop leaders, and create measurements systems. TLG is qualified under all 6 SINS in the MOBIS schedule.

Consulting Staff...

TLG has approximately 20 staff members. In addition we supplement our staff with adjunct staff members. We also have a large cadre of screened companies that we partner with to meet clients needs.

Locations...

TLG works out of our Washington, DC area office. As most of our clients are headquartered here, we travel often to their sites across the country and internationally.

Lebow Company Inc.

11820 Northup Way #101
Bellevue, Washington 98005

Telephone: (800) 423-9327
Fax: (425) 828-3552

Internet: www.lebowco.com
E-mail: lebow@lebowco.com

Point of Contact: Sharon Bentley Lebow, President
Telephone: (425) 828-3509

Our company...

Lebow Company, Inc. (a small business) is a world-wide management consulting/ training organization dedicated since 1985 to helping organizations create a Heroic organization through the use of the Shared Values Process® Operating System (SVP/OS) to create lasting change in an way the organization does business.

he mission of the Lebow Company has been and remains to design "people-based" operating systems (non-software) which will become the global standard for the work environment, just as Windows® has become the standard operating system for the personal computer. The SVP/OS unleashes the power of people to contribute to and partner with their organization. The basis for the "people operating system" is comprised of four social psychology models, which include standards of action and behavior. In addition, there are two process models which address the organizational development needs for systems redesign.

Lebow Company, Inc. has an outstanding reputation for results; we provide services to private and public sector organizations and have received the highest Dun & Bradstreet customer satisfaction rating.

Core personnel...

Lebow Company, Inc. personnel have effectively worked together since 1985. Many of our consultants/trainers have advanced degrees, hands-on experience and a wide expertise and knowledge base of GPRA, the Malcolm Baldrige National Quality Award, the President's Quality Awards, the National Performance Review and the ISO 9000.

Preferred approach...

Lebow Company, Inc. partners with our clients. The SVP/OS offers no quick fix. Rather, it provides a values-based context in which individuals and groups clearly address issues and opportunities. The Operating System engenders a Heroic Environment® — a place where all members of the organization become proactive citizens, working toward individual and shared goals. We conduct extensive Train - The-Trainer sessions so that clients attain the skills and knowledge to implement the Shared Values Process®. A sustaining element is key to all our curriculum models.

Government customers...

- ▶ Lt. Colonel Tom Sawner, The Air Nat'l Guard NGB Quality Center (703) 275-2139
- ▶ Charlotte Lisengood, US Treasury Bureau of Engraving, (817) 847-3878

- ▶ Dr. Carol Psaros, State of Delaware Dept. of Public Instruction, (302)-739-4604
- ▶ Greg Gurske, Washington State Dept. of Licensing, (360) 586-3540

Specialty areas...

As a nationwide company, Lebow Company Inc. has the capability to provide facilitation services, survey services, training and training materials for MOBIS service areas. The best seller, *A Journey Into The Heroic Environment*, with over 100,000 copies in English, Spanish and Japanese, represents a positive response to the SVP/OS. A video previewed at the 1996 ASTD (American Society of Training and Development) International Conference and the newly released book, *Lasting Change*, is another indication of SVP/OS acceptance. Indexing, including benchmarking by the Values and Attitude Study (VAS) and continuous retesting of the work environment, is the keystone of the SVP/OS and distinguishes it from all other transformation, re-engineering or quality interventions. The Process is based on extensive research that continues to be tested for inconsistencies and best practices.

Consulting staff...

The total Lebow Company staff (including certified distributor personnel) is 30 people nationwide.

Locations...

Atlanta, Georgia is our Eastern Region for the federal government activities:

Michael Peck
 Director, Eastern Region
 Lebow Company Inc.
 4875 Winterview Lane
 Douglasville, GA 30135
 Telephone: (770) 489-7307
 Fax: (770) 489-4202
 E-mail: peckmi@mindspring.com

14100 Park Meadow Drive
Chantilly, VA 20151-2217

Telephone: (703) 631-2000 Ext. 2174
Fax: (703) 803-8008

Internet: www.tasc.com

Point of Contact: Edward L. Naro, Executive Manager
Telephone: 703-631-2000 ext.2174
E-mail: elnaro@tasc.com

Our company...

Litton/TASC is a leading provider of management consulting and information technology. A \$450 Million company, TASC has built an impressive, government-wide reputation for excellence developing and helping clients implement cutting edge solutions designed to help organizations define and reach their organizational and technological goals more efficiently and cost effectively.

Litton/TASC's Pledge to its customers:

- ▶ At TASC, we understand your needs better than the competition, we conceive better solutions, and we deliver on our commitments.
- ▶ We maintain long-term relationships by becoming a trusted partner on your team, by sharing ownership of your problems, and by working with you to forge solutions.
- ▶ We uphold the highest standards of integrity and professionalism, and demonstrate extraordinary dedication to your success.

Core personnel...

From its beginning over thirty years ago, TASC has attracted and retained individuals of rare ability, people with significant records of accomplishment and demonstrated ability to work collaboratively within TASC teams and with client personnel. The TASC technical staff is distinguished by outstanding educational credentials. About two thirds of our staff of 2800 people hold graduate degrees, with a significant number holding doctorates in technical and management disciplines. Most participate in professional societies, and many are published and/or active on senior advisory boards. By ensuring the proper mix of personnel assigned to each project, we provide a powerful combination of change management and technical domain expertise that results in "complete solution".

Preferred approach...

The TASC Quality Management Center (QMC), with its array of domain experts, sees its relationship with customers as a partnership committed to change to achieve improvements. The TASC Future Shape Model is a proven TASC-developed end-to-end process for organizational transformation. It defines major phases through which organizations advance in their progress towards excellence in government. We define this as the ability to achieve and sustain excellence through continuous process improvement as measured by: improved mission performance; quality, timeliness and efficiency throughout the organization; response to dynamic, evolutionary influences and mandates; and increased customer satisfaction. Our systems approach has as its foundation the principles, concepts, and criteria established by the Malcolm Baldrige National Quality Award/President's Quality Award. The Future Shape Model provides a systematic and effective approach for helping transform the Federal

Government – and restore the public's confidence in government

We recognize that not all organizations desire a complete end-to-end transformation, and that among those that do, some are further along than others when they might engage our services. For this reason, we designed the Future Shape Model to be a flexible approach, not a “cookie cutter - one size fits all” mold. The Future Shape Model is tailored in its application so the services provided meet the needs of the requesting agency.

TASC MOBIS services can be applied in whole within an end-to-end transformation, or in any combination of individual services based on the specific needs of the customer. For example, the Assess and Map To The Future phases together represent Strategic Planning. Not all agencies are ready now to embark on a comprehensive transformation; however, all of them are affected by the GPRA mandate for a strategic plan and performance-based results. While a more narrowly focused initial approach may leave important aspects of transformation unaddressed, these customers begin to achieve results and can (and do) return for more comprehensive support when they are ready for that commitment.

Another example is TASC's experience providing the complete range of litigation support services to the Department of Justice and the United States Air Force. This capability also represents an end-to-end process. TASC will collect, index, code, enter into full-text search and/or relational databases, and store documentation supporting a litigation. TASC provides complete support to attorneys during the Discovery phases of litigations including technical and contract analysis, damages assessments, and delay and disruption analysis. TASC also provides support for Deposition Administration, preparation of and responses to Interrogatories, Requests for Admissions, Requests for Production of Documents, and Pre-Trial and Trial activities

Government customers...

- ▶ Ms. Aracely Nunez-Mattocks, Quality Leadership Coordinator, U. S. Naval District Washington, (202) 433-3736
- ▶ Ms. Joanne Ferguson, (OSD/C3ISR), OSD, (703) 695-0906
- ▶ Ms. Francine Little, OFM, National Institutes of Health, (301) 496-4466
- ▶ Dr. Denis Reeder, Head, DNA Technology Group, NIST, (301) 975-3128
- ▶ Dr. Richard Rau, National Institute of Justice, (202) 307-0648
- ▶ Mr. Richard Hanson, Air Force Contract Law Office, (937)255-3204
- ▶ LtCol Richard Roach, Chief, Contract Issues Resolution Team, (937) 255-1892

Specialty Areas...

Organizational Transformation, Change Management Consulting, Executive Coaching, Strategic Planning and Plan Implementation Support, Process Improvement and Reengineering, Facilitation, Group Systems Facilities for Automated Meeting Support, Teambuilding, Automated Decision Support Tools, Training, and Customer Satisfaction Feedback, Organizational Surveys/Assessments, Litigation Support Services.

TASC Special Item Numbers (SIN)s on the MOBIS Schedule Contract: SIN 1-Consulting; SIN 2-Facilitation; SIN 3-Survey Services; SIN 4-Training Services; SIN 5- Support Services, and SIN 6- Privatization Support Services and Documentation – A-76 Services

Consulting Staff...

Over 1000 consultants nationwide

Locations...

Litton/TASC locations are listed in the FSS Catalog

Logistics Management Institute

2000 Corporate Ridge
McLean, VA 22102

Telephone: (703) 917-9800
Fax: (703) 917-7100

Internet: <http://www.lmi.org>

Point of Contact: William G. Moeller
Telephone: (703) 917-7217

Our company...

The Logistics Management Institute (LMI) is a nonprofit corporation established in 1961 to perform studies and analyses for government and other nonprofit organizations. While LMI no longer operates a Federally Funded Research and Development Center (FFRDC) for the Department of Defense, we will continue to operate as a nonprofit organization dedicated to improving public sector management. Our dedication to public sector ensures our independence and continued delivery of unbiased advice, free of conflicts of interest.

Our Organization

We provide all of our management support through our National Security and Civil Divisions. Our National Security Division sustains and promotes our 37-year relationship with the Department of Defense and other national security organizations. Our Civil Division has a slightly different objective and focus: expanding our commitment and capability to serve civil agency decision-makers.

This Federal Supply Schedule provides one of the contractual vehicles that can easily accommodate organizations that formerly used our FFRDC services and can support the growth and expansion of our civil-sector workload. This schedule covers the full range of business improvement services that government organizations require to meet their budgetary, organizational, operational, and technological challenges.

Our work is carried out by four program units each headed by a Vice President. These four program units are key to our overall success. Their responsibilities encompass all aspects of our day-to-day research and analysis activities, from helping customers identify management improvements to delivering the products or ideas that lead to the desired breakthroughs. In satisfying those responsibilities, the program units make extensive use of advanced technologies, proven management concepts, best practices, and sound analytical techniques.

Later, we outline the capabilities of each of the four program units.

Our Commitment to Quality and Objectivity

We pursue quality relentlessly — in the types of work we undertake, in the advice and products we provide, and in our internal business practices we manage. Project teams provide high-quality advice and products through their understanding of quality management and continuous process improvement, the importance of effective task planning, and the need for clear and frequent communication and interaction with customers.

We use peer review teams to ensure that we deliver high-quality products and services. We also encourage staff members to continuously upgrade their skills through attendance at various technical and quality conferences, workshops, and seminars.

We maintain our objectivity and independence by focusing on public sector management and maintaining a not-for-profit status.

Core personnel...

Our staff members' fields of expertise include acquisition, logistics, engineering, health care management, inventory management, transportation, distribution, financial management, economic analysis, privatization and outsourcing, information systems, energy, environment, installations and facilities, mathematical modeling, operations research, resource analysis, statistics, human resources, facilitation, survey and grants management.

Members of our technical staff are characterized by:

- ◆ their education: almost 85 percent have postgraduate degrees
- ◆ their knowledge: average more than 20 years of practical experience in government, private industry, the military, or academia.

Government Customers...

Some of the organizations that we have supported under the GSA Schedule and individual contracts include the following:

National Security Division

- | | | |
|--|-------------------------------|---|
| ▶ Army Corps of Engineers Army Surgeon General | ▶ Defense Logistics Agency | ▶ North Atlantic Treaty Organization |
| ▶ Defense Commissary Agency | ▶ U.S. Transportation Command | ▶ U.S. Coast Guard |
| ▶ Defense Finance and Accounting Service | ▶ Department of the Air Force | ▶ Under Secretary of Defense (Acquisition & Technology) |
| ▶ Defense Information Systems Agency | ▶ Department of the Army | |
| | ▶ Department of the Navy | |
| | ▶ Joint Chiefs of Staff | |

Civil Division

- | | | |
|--|----------------------------------|---------------------------------------|
| ▶ Agency for International Development | Human Services | Agency |
| ▶ American Red Cross | ▶ Department of the Interior | ▶ Federal Aviation Administration |
| ▶ Chief Financial Officers Council | ▶ Department of Transportation | ▶ Federal Emergency Management Agency |
| ▶ Department of Agriculture | ▶ Department of Treasury | ▶ Food and Drug Administration |
| ▶ Department of Commerce | ▶ Department of Veterans Affairs | ▶ General Services Administration |
| ▶ Department of Energy | ▶ District of Columbia | |
| ▶ Department of Health and | ▶ Environmental Protection | |

- ▶ Health Care Financing Administration
- ▶ Immigration and Naturalization Service
- ▶ Internal Revenue Service
- ▶ Johns Hopkins University
- ▶ Library of Congress
- ▶ National Aeronautics and Space Administration
- ▶ National Institutes of Health
- ▶ National Zoo
- ▶ Smithsonian Institute
- ▶ U.S. Customs Service
- ▶ U. S. Marshals Service
- ▶ U. S. Postal Service
- ▶ U. S. Senate

Specialty areas...

Our Areas of Functional Expertise

- ▶ Acquisition and Health Systems Management
- ▶ Acquisition and Grants Management
- ▶ Technology Assessment
- ▶ Acquisition Logistics
- ▶ Resource Analysis
- ▶ International Programs
- ▶ Health Systems Management
- ▶ Infrastructure Management
- ▶ Facilities and Economic Impacts
- ▶ Managing Information
- ▶ Financial Management Systems

Louden Associates (LAI) a Condor Technology Solutions, Inc. Company

Government Services Division
28 West Allegheny Avenue Suite 608
Baltimore, Maryland 21204-9922

Telephone: (410) 823-6780
Fax: (410) 583-1326

Internet: www.condorweb.com

Points of Contact: Mr. Michael Loudon, General Manager
Telephone: (410) 823-6780

Frank Capuzzi, Ph.D. Program Director
Telephone: (410) 823-8197

Alfred Passori, Ph.D. Program Director
Phone: (410) 296-2483

Our company...

Condor Technology Solutions, Inc. (NASD "CNDR") was founded in 1996. Condor began its growth with the acquisition of several companies, some of which have been in the Information Technology (IT) industry for over twenty years. The key companies (such as **Louden Associates**) are fully integrated with one another and are organizationally divided into four core divisions:

CONSULTING

Strategic Planning, Infrastructure Design, Staffing & Organizational Improvement, Decision Support Planning/Analysis, Business Process Reengineering, Y2K planning, Strategic Marketing Services, Interactive Communications (Web Sites, CD-ROMs, Kiosks, etc.)

SYSTEMS

Client Server, Mainframe, Mid-range Computers, LAN/WAN Design & Implementation, Y2K, Data Center Hardware & Software Evaluation, Information Access, Contract Staffing & Recruiting, Technical Staff Training and Continuing Education, Configuration Management, Custom Application Development, E-Commerce, End-User Training.

DESKTOP

Asset/Seat Management, Hardware/Software Procurement, Call Center, Help Desk, Systems Maintenance & Support, Systems Engineering & Testing, Network Engineering Services.

ENTERPRISE RESOURCE PLANNING (ERP)

Full ERP Software, Conversion & Implementation Services., Enterprise Information Access & Reporting Tools, Decision Support Systems, Data Warehousing.

Condor/LAI was formed to target the needs of the government sector and mid-sized public sector organizations. Condor/LAI believes the consolidation gives it an advantage in the highly fragmented Information Technology markets, where the government and mid-sized companies must often hire multiple firms to handle their IT needs.

Condor/LAI's strength lies in its many years of combined experience from each line of business and its ability to fully integrate and manage an entire IT program under a comprehensive list of GSA's Specialty Item Numbers (SINs). If necessary, we have the capacity and management infrastructure to meet several simultaneous, specific agency requirements under one or more of the IT SINs or Management, Organizational, and Business Improvement Services (MOBIS) contract vehicles.

This unique integration of Condor/LAI's business divisions offers government agencies a *single source for virtually any IT solution*.

Condor employs 1,075 employees in 32 offices located throughout the United States, Germany, and the Netherlands. We are prepared to offer our services to both CONUS and OCONUS locations. Condor's stock is traded on the NASD exchange under the symbol, "CNDR."

Core personnel...

Condor/LAI believes our people to be our biggest asset. The combined years of experience and skills they bring to our customers is virtually unmatched in the IT industry. Each and every one of our employees is clearly focused and empowered to manage customer satisfaction. We believe that our technical experience, and project management skills, allow us to both manage the contract terms and customer expectations to such a high level of customer satisfaction that we are often retained on add-on business as a result of our demonstrated passion for excellence. While our employees are our biggest asset, every customer relationship is extremely important to us as we grow our business.

Preferred approach...

Simply put: **Customer Satisfaction is our company mantra**. As stated previously, Condor empowers its employees to "do the right thing" to manage the customer relationship and contractual commitments. It is our philosophy and practice that our employees (and subcontractors) understand that they should "go the extra mile" to provide superior, unparalleled customer service. We encourage our staff to partner with our customers. Our staff is trained first, to understand the agency's strategic goals, culture, and communications protocols when undertaking an assignment. We are an extended team of our customer's own staff and are viewed as the subject matter experts in support of our customer's stated goals. We also endeavor to transfer our experience and knowledge base to our customers to meet, or exceed, their own organizational improvements.

Government customers...

- ▶ Mr. Kent Simonis, CIO Veterans Affairs - Washington, DC (202) 273-8398
- ▶ Mr. H. Bernard (Bernie) Palmer, Director, Veterans Affairs - Louisiana, (504) 589-5267
- ▶ Ms. Hilda Sheppard, Director Centers for Disease Control (CDC) - Atlanta (404) 325-1223 ext. 1788
- ▶ John Wolke, Program Manager, Veterans Affairs - Louisiana, (504) 589-5267
- ▶ Ms. Sherry Farley, Contracting Officer Veterans Affairs - Ohio (440) 838-6060
- ▶ Beth Martindale, Ph.D., Veterans Affairs - Washington, DC, (202) 273-8325

Specialty areas...

Under the MOBIS schedule GS-23F-8025H, Condor has the capability to provide expertise in all areas specified in the contract. Our areas of specific specialty include:

- ▶ Market Research
- ▶ Survey Development, Administration and Analyses
- ▶ IT and Agency-specific Strategic Planning
- ▶ Strategic Marketing Services
- ▶ Interactive Multimedia Services (Web Site, CD-ROM, etc.)
- ▶ Training & Distance Learning
- ▶ Call Center/Help Desk Services/Seat Management
- ▶ IT Consulting

Consulting staff...

Condor employs 1,075 consultants.

Locations...

Condor is headquartered in Annapolis, Maryland and maintains 32 offices located throughout the United States, Germany, Puerto Rico and the Netherlands. We are also prepared to offer our services to both CONUS and OCONUS.

Malouf, Inc. dba LMA, Inc.

Northwood Executive Park
10 Northern Blvd. Unit 15
Amherst, NH 03031

Telephone: 603-672-0355
Fax: 603-673-7120

E-mail: lma@maloufinc.com

Point of Contact: Cynthia I. Smith
Telephone: 301-931-1872

Our company...

Life & Management Applications, Inc (LMA) has been in business since 1975 delivering high quality training and organizational development interventions that support individual, team and organizational growth. As an aggressive, established and creative organization we have provided services which are supportive of the overall training and development needs of both state and federal government agencies. Our mission is to help bring organizations into the future.

All of our training and consulting activities are results-oriented. Our areas of expertise in management and executive development include change management, organizational savvy, interpersonal skill development, influence, negotiation, teambuilding and leadership. Our consulting activities include core competencies, strategic planning, needs analysis, concept development, executive coaching and customized courses. We also offer 360-degree feedback tools to assess influencing, negotiating and leadership skills, values and organizational competencies.

Core personnel...

All of LMA's principals, associates and staff have many years of experience in consulting, training and customer service. We offer the highest quality professionals who share the same goal...to meet and exceed customer expectations. Most of our trainers and consultants have worked within the federal government and are familiar with the way the various organizations work. They have degrees and experience that allow them to support customers through their challenging situations.

Preferred approach...

LMA and all of our staff believe in partnering with customers to find the answers and provide the solutions. We are committed to our customer's success by combining training and consulting in a way that creates results and lasting change. We emphasize experiential and adult learning through exercises, giving and receiving feedback and application work on real on the job situations.

Government customers...

- ▶ Sylvia Ball, Program Director Treasury Acquisition Institute, (202) 283-1675
- ▶ Coleman Kelly, Training Director, Commonwealth of Massachusetts, (617) 727-3777
- ▶ Claudia Bringle, Personnel Mgmt. Specialist National Institutes of Health (301) 402-9484
- ▶ Governor White, Manager, United States Postal Service, (214) 760-4424

Specialty areas...

As a global company, LMA has the capability to provide expertise in Consulting Services, Facilitation

Services, Training Services and Support under the MOBIS contract. Our specialty areas are change management, interpersonal skill development and organizational savvy.

Consulting staff...

LMA's permanent consulting staff is 3. We have a network of associates globally, many who have been with us for over ten years, who work under LMA when the need arises.

Locations...

Amherst, New Hampshire is LMA's main office. We have a branch office in Beltsville, MD that services our government clients.

Management Concepts, Inc.

8230 Leesburg Pike, Suite 800
Vienna, VA 22182

Telephone: (703) 790-9595
Fax: (703) 790-1371

Internet: www.mgmtconcepts.com

Point of Contact: Tom Dungan, III
Telephone: (703) 790-9595, ext. 109

Our company...

Management Concepts, Inc. is a nationwide provider of quality training programs in federal acquisition and contracting, grants and assistance, financial management, project management, and general management and supervision. Management Concepts is an innovator in providing timely, targeted information and knowledge to people requiring business-related skills. Established in 1973, we have built a comprehensive offering of open-enrollment courses that address the practical and professional education requirements of our students. Courses are attended by representatives from federal, state, local and Indian tribal governments; colleges and universities; nonprofit organizations; commercial organizations; and private industry.

The Management Concepts publishing group keeps our students abreast of the latest thinking in a variety of acquisition and financial management areas. Publications include books, print, and on-line reference materials, which are maintained and updated via the Internet, CD-ROMs, and newsletters.

Core personnel...

All instructors are carefully selected for their teaching skills, subject-matter expertise, and on-the-job experience in the public and private sectors. Several of our instructors are adjunct faculty members at various institutions of higher education, and many are practicing consultants. We have a variety of subject matter experts and instructional designers. Because our instructors are thoroughly involved in the subjects they teach, course presentations are always current and relevant to your job-related training needs.

Preferred approach...

Management Concepts begins by sitting down with our clients to define possible outcomes and reasonable objectives. Working together, we identify the values and skills that have been essential to our client's success and values that must be preserved and expanded by our program. We target our training to the strengths and needs of the organization — building on existing skills and leveraging current abilities. The company benefits through improved performance. Individuals benefit through personal development.

Government customers...

Each division will be glad to assist you with additional references and information. Please call the following:

- ▶ **Acquisition and Contracting:** Debbie Barnard, (703) 790-9595, ext. 137
- ▶ **Grants and Assistance:** Debbie Barnard, (703) 790-9595, ext. 137
- ▶ **Financial Management:** Linc Williams, (703) 790-9595, ext. 671
- ▶ **Management and Supervision:** Melissa Lalley, (703) 790-9595, ext. 619

- ▶ **Project Management:** Courtney Holland, (703) 790-9595, ext. 604
- ▶ **Publications:** Jennifer Buck, (703) 790-9595, ext. 191

Specialty areas...

Under the MOBIS Schedule Management Concepts can provide quality training in a large number of management, financial management, and contracting courses. All of our training courses are listed under Schedule 69, Contract GS-02F-0010J.

Consulting staff...

Management Concepts core and consulting staff consists of approximately 200 individuals nationwide.

Locations...

Management Concepts is headquartered in Vienna, Virginia, however, we offer open enrollment and on-site presentations throughout the country. A Management Concepts on-site customized course can be presented where you work, in a way that works for you. Bringing our courses to your work site provides many benefits such as allowing you to choose convenient dates for training and enabling us to highlight areas of special interest to your group. You may also receive substantial tuition savings. We will be happy to provide a price quotation to bring any Management Concepts course to your site.

Management Engineering Associates

3709 N. W. 16th Avenue
Camas, WA 98607

Telephone: (360)834-3004
Fax: (360)834-0107

Internet: www.manengineer.com

Point of Contact: Bill Ward, Managing Principal

Our company...

Since 1979, Management Engineering Associates (MEA) has supported management systems, technology and behavioral sciences initiatives of public agencies and private corporations. Our *MISSION STATEMENT* reads:

Management Engineering Associates is dedicated to helping growing organizations to more effectively and profitably utilize their financial, physical and human resources. Our aim is to provide highly-skilled professionals to assist management to successfully complete strategic planning, facilities expansion, cost reduction, systems development and other programs where technical, specialized knowledge is necessary.

This philosophy has remained constant for 20 years.

Core personnel...

MEA professionals are seasoned experts in the disciplines of management, industrial psychology, economics, social science, personnel administration and engineering. Most of our assignments involve interdisciplinary teams that enjoy working together to serve our clients.

Preferred approach...

Our approach reflects these tenets:

- ▶ Problem identification is the most important step toward resolving a problem.
- ▶ Successful consulting activity is usually built around specific and well-defined projects.
- ▶ Each client is entitled to service of the highest quality. No assignment will be accepted unless a high level of expertise is available within MEA.
- ▶ Team action between the MEA consultant and the client's own personnel will be utilized to anticipate and remove obstacles to the full understanding and acceptance of recommendations.
- ▶ The true measure of the consultant's value is in the success of programs that are ultimately implemented.

Government customers...

- ▶ Mr. Gary Larson, Assistant Director Forest and Rangeland Ecosystem Science Center, (541)737-1498
- ▶ Mr. Mike Lewis, GSA Contracting Officer, (253)931-7582
- ▶ Mr. Richard Firely, Systems Analyst Dept of the Treasury/IRS, (215)516-3588
- ▶ Mr. Doug Johnston, Purchasing Manager, Clark County (WA), (360)699-2323

Specialty areas...

MEA emphasizes performance improvement, business process reengineering, facilitation , technology transfer and opinion research.

Consulting staff...

At present our complement of professionals numbers seven. Support staff is in addition and fluctuates with workload.

Locations...

Services are currently delivered exclusively from our home office in Camas, WA.

Management Systems International

600 Water Street, SW
Washington, DC 20024

Telephone: (202)484-7170
Fax: (202) 488-0754

E-mail: vgrajwer@msi-inc.com

Point of Contact: Vanessa Grajwer, Project Manager
Telephone: (202) 484-7170 ext. 118

Our company...

When MSI was established in 1981, its founders decided that the firm would not work on a project unless the company brought something special to the task and was genuinely committed to it. MSI has grown substantially since then but has maintained these principles by not trying to be all things to all people and by developing its expertise in the specific fields outlined in this brochure.

Virtually all MSI assignments take place at the intersection of the firm's core expertise in the fields of managing policy change, institutional development, planning, measurement and evaluation, training management, and its experience in specific substantive areas, such as private sector development, democracy and governance, environment and natural resources, gender, and countries and regions in transition. This allows MSI to combine cutting edge methodological skills with a solid understanding of the programmatic issues of greatest concern to our clients.

Core personnel...

Over 17 years ago, before the passage of GPRA, MSI began working with federal agencies to improve management practices, develop strategic plans, and assess performance. Our early familiarity and hands-on experience with the full range of management services, and our knowledge of federal compliance requirements and expertise in process consulting, created a demand for MSI's services as expert advisors, trainers, and providers of technical assistance within the U.S. government, international agencies, and foreign governments.

To broaden and deepen its capacity to provide services to federal agencies under this contract, MSI has recruited as a sub-contractor Abt Associates, one of the nation's premier research and policy support organization with almost a thousand professionals operating out of its offices in Boston and Washington, DC. Although both MSI and Abt Associates prefer to rely on our full-time staffs for the delivery of consulting, facilitation, and training services, each also has access to a wide range of specialized associates with whom we have worked many years and who are available to meet special client needs.

Preferred approach...

MSI's approach stresses the different ways to create organizational change. MSI focuses on the importance of **participatory processes** which build a sense of "ownership" even as they diffuse power and responsibility. We train managers to involve their staffs in all aspects of their performance improvement efforts, and help agencies to find ways to include their customers and other stakeholders in this process. In its **strategic planning** capacity, MSI works with agencies to better articulate logical hierarchies of objectives which can change the way agencies affect people's lives and the competitiveness of their organization. Without an understanding of **linkages among activities and objectives**, organizations can lose track of what they are trying to achieve and why.

MSI introduces processes which **involve stakeholders and customers throughout** an organizations' cycle of goal setting, program development, implementation, and assessment, ensuring the development and maintenance of **customer focus** at every stage. In addition, MSI helps public agencies identify training needs, develop training programs, pilot test them, and train agency personnel. Our courses are customized to match both the needs and organizational cultures of our clients.

Throughout the performance improvement process, we promote team approaches for introducing and sustaining organizational change. We have successfully transformed dozens of organization units into effective teams where **power is shared broadly and responsibility for results is everyone's concern**. In today's climate of severe budget cutbacks, we facilitate change management to increase the effectiveness of reengineering teams and assist them in developing new goals and objectives.

MSI believes that **what gets measured, gets done**. Thus, our approach to performance measurement begins with strategic planning activities which establish an organization's mission and detailed objectives. Then, we help organizations learn how to attach performance indicators and targets to their objectives. Throughout the strategic planning process, organizations are learning how measurement can be built into their efforts to achieve performance objectives. We help our clients focus on quality with efforts in Business Process Reengineering, Customer Focus, Teamwork, and Measurement and Analysis. In addition, we help our clients by using tools and principles of total quality management, benchmarking, and collective learning.

Government customers...

- ▶ Terry Villanueva, Division of Refuges, US Fish and Wildlife Services, 703-358-2385
- ▶ Gerald Britan, Director of the Center for Development Information and Evaluation, Bureau of Program and Policy Coordination, US Agency for International Development, 202-712-1158
- ▶ I King Jordan, President, Gallaudet University, 202-651-5446

Specialty areas...

MSI has specific facilitation and consulting expertise in the areas of strategic planning, implementation of the Government Performance and Results Act (GPRA), management training, organizational development services, monitoring and evaluation, and implementation of policy change.

Consulting staff/Locations...

MSI's staff consists of approximately one hundred highly qualified individuals based in Washington, DC. Since we do have projects internationally, we also have offices in Morocco, Trinidad, Tanzania, Namibia, and Bulgaria.

Mangi Educational Technologies *(Division of the Mangi Environmental Group, Inc.)*

701 W. Broad St.
Falls Church VA 22046

Telephone: 703-534-2484
Fax: 703-534-2487

Point of Contact: Dr. James I. Mangi
jmangi@mangi.com

Our company...

The foundation of our company is an iron triad of values:

Excellence

Efficiency

Integrity

Accordingly, our mission is to support Federal customers with the best, most cost-effective professional services they will ever experience.

Core personnel...

We have each worked for or with the Federal Government for over 20 years, including a wide variety of agencies.

Preferred approach...

Realism and practicality. Federal agency personnel already get too much airy advice and puffy pronouncements from three-piece suit consultants who drop in, look around, make profound sounding but useless statements of the obvious, then fly off and send large invoices. We work; we work with customers and we work hard at providing them with service that they can really, practically benefit from.

Government customers...

- ▶ John Preston, Corps of Engineers, (608) 530-4216
- ▶ Carl Bausch, USDA, (301) 734-4334

Specialty areas...

On the quality principle that it is better to be excellent specialists than mediocre generalists, we focus on:

Environmental Quality Planning, ie the effective integration of environmental quality considerations into an organization's operations.

Computer-Based Training. When properly designed and executed, computer-based training provides much higher quality training, much more cost-effectively than conventional classroom training.

Consulting staff...

Twenty

Location...

We have served Federal customers nationwide from our Falls Church VA office.

ManTech International Corporation

5904 Richmond Highway, Suite 200
Alexandria, VA 22303

Telephone: 703-329-3520
Fax: 703-329-3527

Point of Contact: Kevin Duffer
Telephone: 703-329-3524
E-mail: kduffer@mantech-itt.com

Our company...

ManTech International is a large privately owned professional services company that specializes in the management of technology across a wide range of applications. Our 4,500 employees work in an entrepreneurial environment that recognizes individual talents, provides opportunities for growth, and motivates them to strive for innovative solutions to customer problems.

At ManTech offices worldwide, our professionals are helping customers anticipate challenges and improve their business processes in a sweeping range of disciplines that includes information technology; program management; communications, intelligence, and security; environmental technology; engineering; simulation, and training.

Our diversity of services enables us to examine challenges from many perspectives and to design, develop, and implement *total solutions* that are tailored to our customers' needs. Moreover, strategic business partnerships that we maintain with some of the country's most respected consulting firms enable us to assemble exceptionally capable, interdisciplinary teams to meet unusual customer demands.

Core personnel...

ManTech's MOBIS contract is administered out of our Information Technology and Training (ITT) Group, which is headquartered in Alexandria, Virginia. The ITT Group is the focal point for ManTech's business consulting practice. With more than 280 professionals in 17 locations throughout the country, the ITT Group is well positioned to meet virtually any consulting challenge. In addition to our core staff of professionals, we maintain relationships with a select group of consultants and partner firms who can be called upon to meet emergent requirements or bring specialized expertise to bear on any problem.

Preferred approach...

ManTech's 30-year history of success is based on a commitment to working in partnership with clients to develop the best approach to meeting their needs. Our approach recognizes that each client and each situation is different; we work hard to understand problems from the total system perspective and to propose scalable solutions that meet schedule requirements and resource constraints. We specialize in forming cross-functional teams of ManTech personnel who are carefully selected to work in partnership with clients through the technical, managerial, and programmatic challenges presented by each project. We bring to bear our technical expertise in myriad core competencies to ensure customer satisfaction and successful project completion.

Government customers...

- ▶ Jim Hill, Division Director, General Business Institute, Internal Revenue Service, Dallas, Texas, 972 308-7058
- ▶ Department of Justice, Office of Justice Programs (OJP), Ms. Karen Evans, Director,

Information Resource Management, Washington, DC, 202-616-1632

- ▶ Department of Justice, Justice Management Division, Systems Technology Staff, 500 E Street NW, Room 300, Washington, D.C. 20530, Attn: Surrindar Hansra, (202) 514-5699
- ▶ Department of Justice, Immigration and Naturalization Service, Immigration Services Division, 801 I Street NW, Room 900, Washington, D.C. 20530, Attn: Sandy Latta, (202) 514-0726

Specialty areas...

ManTech's capabilities include *the full spectrum* of management, organizational, and business improvement services that fall within SINs 874-1 through 874-5. Particular areas of expertise include: instructional system design, training automation, and multimedia system design and development. Other core competencies include:

- ▶ Process improvement/reengineering
- ▶ Training analysis, design, development, piloting, and evaluation
- ▶ Performance testing and measurement Training delivery including teletraining and other distance learning methodologies
- ▶ Design, development and evaluation of performance support systems, such as online help and information retrieval systems
- ▶ Graphics and web page design

Consulting staff..

ManTech has more than 4,500 full-time employees.

Locations...

ManTech offices are conveniently located near our customers in 30 states and 19 foreign countries.

Marasco Newton Group, Ltd.

2801 Clarendon Blvd.
Arlington, VA 22201

Telephone: (703).516.9100
Fax: (703).516.9108

Internet: www.marasconewton.com

Point of Contact: Jay Maben, Director of Contracts
Telephone: (703).516.9100

Our company...

Marasco Newton Group, Ltd. is an employee-owned management consulting firm specializing in providing quality management and organizational and business improvement services to government agencies. Our mission is "to provide innovative, yet practical program and information management services to assist our clients in meeting their goals." The firm was founded in 1990 with a focus on environmental and transportation programs and information technology. We consult exclusively with public sector clients and have tailored our approach to the federal government customer base and its operational needs. We are an approved GSA contractor, educated, trained, and experienced in consulting to federal agencies to re-engineer, retool, and reinvent their strategic and core operations. The firm provides consultation, facilitation, survey support, and training in our core business areas of management organizational, and business consulting; information management and information technology; and environmental program services.

Core personnel...

Our senior talent has more than 20 years experience dedicated to serving federal government programs as consultants and employees. We also offer nearly 300 employee-owners who specialize in organizational effectiveness, communications, business process re-engineering, information management and information technology, training, survey design and analysis, facilitation, strategic planning and performance measures, and Internet development. Our management consultants are certified trainers, facilitators, and mediators in quality management approaches and specific instruments such as Myers Briggs Type Indicator I and II, Leadership Effectiveness Inventory, Enlightened Leadership, and Alternative Dispute Resolution.

Preferred approach...

Customer satisfaction is Marasco Newton Group's guiding principle, thus making exemplary service a standard operation for all employees. Marasco Newton Group puts our customers at the center from the outset of a project, keeping ourselves in the background as coaches, trainers, facilitators, and advisors. Our ever-present desire is to help our customers create processes they can own and continue to improve. To accomplish this we work directly with government agency personnel to define their goals for project "success." Then we make our client's success goals our own, and commit to seeing them fulfilled. At the same time, we are helping to shape an environment that welcomes and fosters continuous improvement.

Government customers...

- ▶ Gerald Alston, Contracting Officer Environmental Protection Agency 202.564.4771
- ▶ Rebecca Taylor, Contracting Officer Internal Revenue Service 202.283.1338
- ▶ Harold Taulbee, Contracting Officer National Aeronautics and Space Administration Order NS

7112 228.688.1640

- ▶ Lee Dettman, Contracting Officer Office of Personnel Management, 202.606.3264

Specialty areas...

We provide services across the five technical Special Item Numbers (SIN) identified in the GSA Schedule: consultation, facilitation, surveys, training, and support products. Under our classic management consulting and organizational effectiveness practice, we specialize in facilitation and mediation, leadership systems, strategic planning, change management, team building consultation and training, survey design and analysis, communication planning, and emergency management and crisis communication.

Under our Information Technology business area, we have the following specialties:

- ▶ IT investment review process support;
- ▶ Design and establishment of testing and Independent Validation and Verification support processes to ensure system quality;
- ▶ Design of Internet based solutions for improving public access to information; and
- ▶ Design of improved business processes and information tools for personnel, correspondence, graphics, travel tracking, and group calendaring and scheduling.

Consulting staff...

Marasco Newton Group comprises approximately 300 employee-owners. Approximately 275 of our employee-owners work at our Headquarters in Arlington, Virginia.

Locations...

We have employee-owners that telecommute from strategic locations throughout the country including California; Georgia; Illinois; Indiana; Massachusetts; Michigan; Minneapolis; North Carolina; Ohio; Virginia; and West Virginia.

Market Facts, Inc.

1650 Tysons Boulevard, Suite 110
McLean, VA 22102

Telephone: (703) 790-9099
Fax: (703) 790-9181

Internet: www.marketfacts.com

Point of Contact: W. Burleigh Seaver
Telephone: (703) 790-9099 ext. 103
E-mail: lseaver@marketfacts.com

Our company...

Since 1946, Market Facts has provided custom survey and market research to thousands of users of survey-based consulting, information, and analysis. The firm offers a full range of survey-related services: research design consulting, survey data collection in many modes, and statistical analysis. We are equipped to handle large and complex telephone, mail and field surveys. We also have an expert professional staff to advise clients about the best survey procedures to use, as well as comprehensive resources for accurate data processing, advanced statistical analysis, and insightful interpretation of survey results. All of the facilities, equipment, and human resources (professional, managerial, technical, and clerical support personnel) required to complete most types of survey projects are available in-house. The company's major data collection and data processing facilities are located at the company's headquarters in Arlington Heights, Illinois and in other nearby suburbs of Chicago.

Core personnel...

Market Facts' Washington, DC client service unit was established in the mid-1960s to serve the survey and market research needs of public-sector agencies as well as businesses, non-profit, and not-for-profit organizations in this area. The work of the Washington office focuses on large-scale telephone, mail, and field surveys, surveys requiring sampling expertise, those with challenging survey execution requirements (high response rates, low-incidence populations, difficult-to-conduct interviews, etc.), strategic planning and evaluation studies, and ongoing studies entailing multiple waves of data collection. We specialize in working to the rigorous methodological standards required by OMB and government agencies. Historically, this unit has managed some of the largest and most technically complex projects carried out by the firm. Work conducted by the Washington research unit has driven many of the firm's advances in imaging and automated reporting.

The staff of Market Facts' Washington, DC office is composed of social/behavioral scientists, marketing research specialists, and statisticians, most with advanced degrees. Staff members are skilled and experienced in all aspects of survey methodology — survey consulting, sample and questionnaire design, attitude measurement, survey execution management, data processing, statistical analysis, and interpretive reporting.

Preferred approach...

Market Facts strives in every project it undertakes to produce research products of unquestioned value to our clients. Accomplishing this requires skillful project management based on thoroughly understanding the needs of our clients, planning for success, committing senior and highly skilled professionals to projects, and effective communication. We strive at all times to build close working relationships with our clients and vendors, with open channels of communication to assure timely resolution of questions or problems as they arise. We understand that building those relationships is a long-term goal that is accomplished by managing successfully one project at a time.

Government references...

- ▶ Mr. Christopher Lind US Postal Service(202) 268-2298
- ▶ Dr. Joseph Hillery US Postal Service (202) 268-3951
- ▶ Dr. Alan Heaton Food and Drug Administration 202) 205-5394

Specialty areas...

Market Facts specializes in the conduct of large, complex custom surveys by mail and telephone. **The company is known for its rigorous and efficient collection of high-quality data and for expert application of quantitative methods in sample design and statistical analysis of data in addition to the application of new technologies to existing survey research methods.** Market Facts routinely conducts studies of our clients' customers and employees, and a dynamic growing practice area within our firm is customer and patient satisfaction programs. Additionally, Market Facts has a telephone omnibus survey, TeleNation®, and a Consumer Mail Panel that is comprised of over 550,000 pre-recruited households throughout the United States.

Market Facts' strength is in the unique combination of professional design and analysis staff and extensive data collection and processing capability. We have highly trained and experienced people in all key positions and we have the facilities and capacity to execute all aspects of the survey process. The company has a highly developed capability for customized printing, mailing, document handling, and data processing. The firm has printed, mailed, and processed millions of questionnaires annually for over a decade. During the past four years, Market Facts made a commitment to advancing its printing and document handling technology. Major software and hardware investments have been made in a system for scanning and digital imaging of questionnaires utilizing the same software as that employed by the Census Bureau. Significant investments have also been made in computer-driven printing and insertion equipment.

Consulting staff...

Market Facts employs over 600 full-time and 600 part-time individuals. The Washington office, with a staff of thirteen, is supported in survey operations by 25 additional researchers located near Market Facts' interviewing, mailing, production, and computing facilities in Arlington Heights, Illinois. Our operations group is organizationally part of the Washington office and works only on Washington-based projects. Having the authority to draw upon the vast data collection resources of the larger company, Market Facts-Washington is more than adequately staffed to manage multiple large or complex survey projects simultaneously.

Locations....

Headquartered in suburban Chicago, Market Facts has fourteen client service offices throughout the United States and Canada.

McNeil Technologies, Inc.

6564 Loisdale Court, Suite 800
Springfield, Virginia 22151

Telephone: 703-921-1600
Fax: No 703-921-1610

Internet: www.mcneiltech.com

Point of Contact: Ronald Thomas, President & COO
Telephone: 703-921-1660

Our company...

McNeil Technologies, Inc. (McNeil) was established as a privately held Virginia Corporation in 1985. McNeil is a results-oriented professional services corporation, providing quality support in three primary areas — Consulting Services, Information Systems Services, and Language Services — to both defense and civilian Federal agencies. McNeil adheres to three key principles that in turn keep our clients satisfied.

Our people drive our success. McNeil staff are well educated in diverse and technical areas. McNeil's management takes the time and interest in developing personnel resources through training, recruitment, and employee incentives. These efforts create a positive environment for people to grow and to be productive.

Our management processes are flexible. Whether we are managing a small purchase order or a large services contract, McNeil understands that in the Federal contracting environment, meeting the needs of each customer requires tailored financial and technical management approaches.

Our products are guaranteed. Quality control of product deliverables is a hallmark feature of McNeil. Our quality assurance plan ensures that quick-response tasks and long-term projects are completed on time and within budget.

At McNeil, we continue the controlled expansion of our technical and professional capabilities. In this challenging and competitive industry, we pledge absolute excellence in every facet of our corporate lives.

Core personnel...

McNeil staff work well together even under the tightest of deadlines. More than 80 percent of our staff have degrees and 48 percent have advanced degrees in a variety of areas, including accounting, business administration, economics, engineering, environmental science and policy, energy management, organizational psychology, computer science, international affairs, linguistics, and public administration.

At times it is necessary to augment our core staff with consultants or subcontractors to meet surge requirements or specialized needs. McNeil has a network of organizations, clients and consultants available to draw from if the need arises. These individuals must meet or exceed our standards of professionalism, experience, and expertise.

Preferred approach...

McNeil's approach to serving our clients is based on time-tested management and cost accounting. New clients are assigned a corporate officer as a contact point to ensure that the start-up period is fully understood. The corporate officer also establishes ongoing contact to monitor and measure customer

satisfaction with our performance. As the contract progresses, McNeil provides the client with monthly (or more frequently, as needed) progress reports which track activities and deliverables for the contract. These progress reports give the client a picture of activity and a level of comfort with progress related to year-end funding.

Government customers...

- ▶ Dr. Joseph Grcar, COTR, Sandia National Laboratories, 925-294-2662
- ▶ Barbara Mandley, COTR, U.S. Department of Energy, 202-586-9290
- ▶ CDR Mary DeSalvo, Naval Medical Information Management Center, 301-295-2027
- ▶ Dave Gardner, Health Care Financing Administration, 410-786-7791

Specialty areas...

McNeil has the capability to provide expertise in all the service areas under the MOBIS Contract; we have had particular success in the areas of strategic and program planning that meet the needs of the technical program while complying with Federal policy driven by GPRA. Skills necessary for success in this area include facilitation of small and large workshops, training, and program evaluation and survey services. We also provide A-76/cost-benefit services under this schedule.

Consulting staff...

McNeil maintains a permanent full-time staff of approximately 250 people nationwide. In addition to these full-time employees, McNeil has an additional 50 individuals who work part-time or on a consultant basis.

Locations...

McNeil is headquartered in Springfield, Virginia. We maintain regional offices in St. Louis, Missouri; and Golden, Colorado; and we manage client sites around the Metropolitan Washington, DC, area.

Mendez England & Associates

5550 Friendship Blvd, Suite 230
Chevy Chase, MD 20815

Telephone: (301) 652-4334
Fax: (301) 652-3733

Internet: www.mendezengland.com

Point of Contact: Hugh Belton
Vice Pres. Business Development
Telephone: (301) 652-4334

Our company...

Mendez England & Associates (ME&A) is a globally oriented professional services company established in 1985. Corporate headquarters is based in Chevy Chase, Maryland with offices in San Juan, Puerto Rico; Cairo, Egypt; Tirana, Albania; Warsaw, Poland; and Ottawa, Canada.

ME&A focuses on seven major practices:

- ▶ Program Management and Grants Administration
- ▶ Regional, Urban and Municipal Development, and Public Administration
- ▶ Communication Strategies and Public Information Programs
- ▶ Technology Transfer, Manufacturing Extension and Small and Medium-Sized Enterprise Development
- ▶ Training and Performance Enhancement
- ▶ Food Aid and Humanitarian Assistance
- ▶ Housing & Community Development

Core Personnel...

The core staff has more than 100 years of combined experience in working with public sector organizations here and abroad. In addition, the core staff have held a variety of senior level executive positions in Federal, State, and local government.

- ▶ Mendez England & Associates seven member core staff includes:
- ▶ Thomas C. England: President
- ▶ Teresita Perez: Executive Vice President
- ▶ Francis J. Mendez: Senior Vice President
- ▶ Carlos L. Beale: Vice President
- ▶ Hugh Belton: Vice President for Business Development
- ▶ John Paul Royston: Vice President for Operation
- ▶ Donald E. Smith: Vice President for Learning and Performance Technologies

In addition to the core staff, ME&A employs over 100 full time technical and administrative support staff worldwide, as well as maintaining an extensive network of consultants.

Preferred approach...

ME&A's preferred approach is to establish a long term relationship with a client and develop a genuine partnership in seeking solutions based on mutual respect and trust. Our reputation for high quality work at a reasonable cost has contributed to multiple contracts over time with clients such as the Agency for International Development, U.S. Department of Commerce, and the World Bank.

Our first step in working with new clients is to understand their business, corporate culture and long term goals. This framework provides essential guidance in designing solutions which are compatible with the client's perceived mission and goals. ME&A also follows the standard of providing an objective and candid assessment of a problem or need which may run counter to the client's initial expectations.

In working outside the United States special attention is also given to understanding the customs and norms of doing business in that country.

Government customers...

- ▶ Mr. Jon Brause, COTR, Agency for International Development, Washington, D.C.(202) 712-5482
- ▶ Dr. Adel Gohar COTR, USAID Mission, Cairo Egypt, (011) 202-342-0654
- ▶ Mr. John Milatzo COTR, U.S. Postal Service Washington, D.C.(301) 983--7980
- ▶ Mr. Raul Quiros COTR, Minority Business Development Administration, U.S. Department of Commerce, Washington, D.C., (202) 482-6022

Specialty Areas...

With respect to the MOBIS schedule, our services include but are not limited to:

- ▶ Consultation Services: Services include assistance in strategic planning, organizational realignment, citizen involvement strategies, public information programs to promote reform initiatives, market analysis, marketing strategies.
- ▶ Facilitation Services: Services include designing workshops, organizing conferences, coordinating study tours for foreign participants, providing secretariat support for advisory committees, and conducting team retreats.
- ▶ Training Services: Training services include training need assessments, course design, and delivery in both English and Spanish; courses offerings include negotiating skills, communicating skills, conflict management, small business planning and other courses which can be tailored to the client's needs.

Consulting Staff...

ME&A has a small core staff of consultants comprised of its senior officers and directors who are actively engaged in providing professional services. We also maintain a large active network of more than 500 associated consultants in the United States and abroad.

Locations...

ME&A's corporate headquarters is located in Chevy Chase, Maryland within the Washington metropolitan area. Satellite offices are maintained in San Juan, Puerto Rico and Ottawa, Canada. In addition, field offices associated with long term ME&A projects are located in Warsaw, Poland; Cairo, Egypt; and Tirana, Albania.

The Corporation of Mercer University

Mercer Engineering Research Center (MERC)

135 Osigian Boulevard
Warner Robins, Georgia 31088-7810

Telephone: 912 953-6800
Fax: 912 953-6801

Internet: www.merc.mercer.edu

Point of Contact: Robert S. Messer
Business Development Manager
Ext. 2458

Our company...

MERC was established in 1987 as an extension of the Mercer University School of Engineering and has grown from an initial staff of less than 5 to a vibrant organization of more than 100 engineers, managers, logisticians, and consultants. Providing a broad range of customer oriented services to commercial and government clients, MERC's offerings include management consulting, logistics consulting and analysis, systems engineering, structural and mechanical engineering, information technology consulting, software engineering and various areas of industrial process and equipment design.

Core personnel...

Our diverse mix of experience, ranging from entrepreneurs to educators to government managers and administrators, ensures that we are able to assemble the proper blend of talent to address practically any customer area of management, organizational and business improvement concern. Our unique blend of experience at every level of academics, industry, government, and commercial ventures ensures the contract user that appropriate resources can be applied to engage the complete spectrum of their corporate personnel and processes. Our experience includes executive managers with broad knowledge in strategy planning and execution, mid-level practitioners who have both implemented and worked within MOBIS guidelines and processes, and professional instructors who have the academic training and credentials to ensure both the competency and currency of their classroom MOBIS topics.

Preferred approach...

Throughout our nationwide base of customers, MERC has established a solid reputation for identifying and implementing practical, cost-effective solutions which fully satisfy client's requirements. Our sensitivity to customers' problems, costs, and schedules arises from the vast hands-on experience of our technical and management staff. This experience results in a timely and economical approach where we apply the best available technologies and methods to resolve deficiencies while minimizing cost, schedule, and technical risks.

Government customers...

- ▶ Barry Brown, Branch Chief WR-ALC/LBLR, 912 926-3595
- ▶ William Manning, Director, HQ AFRC/XPX, 912 327-196
- ▶ Scott Howell, Branch Chief, WR-ALC/TILA, 912 926-5716
- ▶ Clint Lewis, Director, Technology and Industrial Support, WR-ALC/TI, 912 926-3704

Specialty areas...

Our goal in participating as a Multiple Award Schedule contractor is to assist our customers in the resolution of their problems by providing practical, cost effective solutions in a timely and responsive fashion. Accordingly, we are offering a wide variety of training and consulting services designed to assist organizations in improving their understanding and implementation of MOBIS principles and practices. Our staff of experienced professionals is available to provide the user with a wide range of consulting, facilitation and training services tailored to meet their individual needs.

Consulting services offered include process assessments, documentation, evaluations, design, implementation and monitoring while minimizing interruptions in the normal flow of organizational functions. Associated training courses and materials provide the means to introduce, train, reinforce, and maintain MOBIS principles throughout the workforce, from the executive management staff to those executing technical and support functions. We also offer ISO 9000 documentation and auditor training in conjunction with one of our principal team members, the Morris Brown Research Institute (MBRI).

Consulting staff...

MERC's total staff numbers 125.

Locations...

Our main office is located at 135 Osigian Boulevard, Warner Robins, Georgia, with our MERC North facility located just outside Dayton, Ohio. We maintain a satellite office in Fort Walton Beach, Florida.

MOR Associates, Inc. (*"Maximizing Organizational Resources"*)

462 Main Street
Watertown, MA 02472-2246

Telephone: 617-924-4501
Fax: 617-924-4501

Point of Contact: Brian McDonald
Telephone: 617-924-4501
E-mail: MORBrian@aol.com

Our company...

MOR (Maximizing Organizational Resources) Associates, Inc. is a consulting firm interested in assisting organizations in unleashing the capability and creativity employees and teams have to contribute to the success of the business/organization. Our approach is to help leaders design the strategies, systems, skills, and styles needed to elicit the potential that people have to enhance the organization's performance.

Our expertise is in providing the customized consulting, training, and facilitation services needed to support continuous improvement initiatives.

Core Service Offerings:

- Leadership Development/Executive Coaching
- Strategic Thinking/Strategic Planning
- Business Process Improvement
- Developing High Performance Work Systems
- Team Start Up and Team Development
- Coaching for Performance
- Consultation on Improving Customer Service
- Labor Management Cooperation
- Organizational Assessment and Development
- Developing Internal Consultants and Coaches

Core Personnel...

MOR Associates, Inc. has worked with government agencies on a variety of efforts including; strategic thinking, large scale project facilitation, business process improvement, and labor management consultation. Our approach is to work closely with clients in understanding their needs and then developing a more customized approach or solution. We are also committed to working closely with clients to insure a successful outcome. Our consultants have degrees and experience in areas such as; Reengineering Work Systems, Process Improvement, Strategic Planning, Project Management, and Labor Management Relationships and Organization Development.

Preferred approach...

MOR Associates, Inc. believes fundamentally in; Working with the client on a customized approach that best fits for the design and implementation of the desired improvement. It is important that related knowledge and skills be transferred to the client's personnel so that they have the capability to sustain the initiative and insure long term success.

Government customers...

- ▶ Larry Van Ness, Manager, Marketing Infrastructure, United States Postal Service, 475 L'Enfant Plaza, SW, North Building, Room 5322, Washington, DC 20260-7152, 202-268-4683
- ▶ Francia Mohardt Smith, Vice President and Consumer Advocate, United States Postal Service, 475 L'Enfant Plaza, SW, North Building, Room 5912, Washington, DC 20260-2200, 202-268-2281
- ▶ Jean Bave Kerwin, Regional Director, Governor's Office of Employee Relations, State of New York, 5 Swan Street ESP, Room 523, Albany, NY 12228, 518-474-0101
- ▶ Judy Thompson, Department of Taxation and Finance, State of New York, State Campus, Building 9, Room 261, Albany, NY 12227, 518-485-0221
- ▶ Sylvia Stokes, Manager, Human Resources, Department of Environmental Management, Commonwealth of Massachusetts, 100 Cambridge Street, 19th floor, Boston, MA 02202, 617-727-3180

Specialty areas...

Within the past 2-3 years a significant part of our business has been related to; Strategic Planning, Coaching and Leadership Skills, Team Development, Business Process Improvement, and Labor Management Cooperation.

Consulting staff...

MOR Associates, Inc. is a consulting firm of 8-10 people which works with a limited number of clients using a customer intimate strategy to deliver increased value.

MPRI, Inc.

1201 East Abingdon Dr., Suite 425
Alexandria, Virginia 22314-1493

Telephone: 703-684-0853
Fax: 703-684-3528

Internet: www.mpri.com

Point of Contact: Cliff Sturdivant
Telephone: 703-684-0853

Our company...

MPRI, Inc. was formed in 1988 as a business enterprise to bring together the unique attributes, experience, and leadership of top-quality former military and government professionals. The company's objective was to apply this extraordinary talent to the needs of defense markets, first in the U.S. and subsequently worldwide. Today we serve not only defense agencies but private industry and non-military government agencies as well.

At MPRI our most treasured resource is our people – people who have spent their adult lives in a culture where honesty, duty, loyalty, respect, and mission accomplishment are ways of life; we run a values-based business.

MPRI is a closely held Delaware "S" corporation, owned and operated by retired military officers and non-commissioned officers. The corporate headquarters is in Alexandria, Virginia, and the MPRI team is deployed across the length and breadth of the U.S. and in several other countries.

The company is overseen by a Board of Directors comprised of former military leaders of all services, and is managed by a corporate executive team led by a President and Chief Executive Officer and an Executive Vice President and Chief Operating Officer. The carefully chosen headquarters staff includes a contracting office, a human resource office, a finance office and a strategic division, all of which support the business segments. MPRI has two business segments: a NATIONAL GROUP and an INTERNATIONAL GROUP, both supported by a Support Group. A Senior Vice President/General Manager leads each group.

Core personnel...

Our core personnel are trained leaders, staff officers, instructors, writers, inspectors, evaluators, advisors, and problem solvers. They are skilled in a myriad of specialty fields – operations research, finance, research and development, personnel management, transportation, law enforcement, resource management, engineering, safety, security, crisis management, logistics, political science, public relations, activity based costing and management, business process reengineering – the list goes on.

MPRI can also call on a very large human resource data base to supplement its full-time in-house expertise on a quick reaction basis as well as the ability to utilize a core group of skilled subcontractors. MPRI brings special traits and skills to the market place, where they translate to high quality and reliable performance. Our professionals are the reasons for the excellence of MPRI's services and products.

Preferred approach...

MPRI's approach combines our philosophy:

- ▶ Provide customers with exactly what they want, on time and within cost.

- Deal from the top of the deck in all business relationships.
- Honor all commitments, verbal and written.
 - Put performance ahead of profit.
- Tailor projects to achieve optimal results and add value.
 - Select personnel from the top of the quality spectrum.
- Take special care to look after our customers, employees and shareholders.
- With our principles:
 - Honesty and integrity in all endeavors.
 - Professionalism at all levels.
 - Seamless operation between the corporate staff and the program/project teams.
 - Class, but never extravagance.
 - Mutual support within the MPRI family.

Government customers...

- Linda Gallaher, ACOM, 757-443-1363
- Gary May, TRADOC, 757-727-3691
- Albert Brown, AFMS, 703-805-4907
- Theresa Sandoval, 49th Contracting, 505-475-5295
- Kathy Dobeck, DSS-W, 703-695-2562
- Kim Bush, CSL, USAAWC, 717-245-3184
- Jean Kolchak, DOJ, 814-532-4918
- Leo Powell, 703-875-6071
- Dr. Chris Lamb, State Dept., 202-647-9386

Specialty areas...

MPRI's specialties under the MOBIS Schedule include Activity Based Cost and Management, Business Process Reengineering, Leadership Training and Development, Specialty Training and Strategic Planning.

Consulting staff...

MPRI's permanent staff is about 500 people worldwide; over 250 are in the U.S.

Locations...

MPRI's National Group has branch offices in Ft. Monroe, VA, Suffolk, VA., Carlisle Barracks, PA., Ft. Knox, KY., Ft. Hood, TX., Ft. Belvoir, VA., Ft. Lee, VA., Ft. Bragg, NC and Springfield, VA.

MTL Services International, Inc.

10507-A Braddock Road
Fairfax, VA 22032

Telephone: (703)426-1500
Fax: (703)426-1506

Internet: www.mtl-services.com

Point of Contact: Craig Rutler, Chief Operating Officer
Telephone: (703)426-1500 x28

Our company...

MTL Services International, Inc. (MTL) was founded in 1988. Located in the Northern Virginia city of Fairfax, MTL has an excellent record of providing performance improvement consulting, facilitating, research, studies, analyses, training, and management services in both the public and private sectors. MTL assists the "learning organization" in the following major areas:

- ▶ Quality Management Consulting
- ▶ Strategic Planning
- ▶ Business Process Reengineering
- ▶ Organizational Effectiveness
- ▶ Management of Change
- ▶ Training and Development
- ▶ Human Resources Development
- ▶ Team Building
- ▶ Research, Studies, and Analyses
- ▶ Government Performance and Results Act
- ▶ Activity-based Costing
- ▶ Federal Budgeting
- ▶ Commercially-based Activities and A-76 Studies

Core personnel...

CEO: Robert M. Elton, Lieutenant General, USA, Retired

President: Kally K. Elton

Preferred approach...

MTL efforts revolve around helping organizations enhance productivity through individual and organizational performance improvement. Our motto is **"Building Success Through People."** At MTL, we believe that meeting and exceeding our customers' expectations are the best indicators of success. We work closely with our customers, sleeves rolled up, to understand their needs and develop and implement solutions to their problems. Everything we do is guided by our own internal operating values:

- ▶ **Integrity:** We demand ethical behavior of ourselves and our associates. We conduct ourselves in a totally straightforward and honest manner at all times.

- ▶ **Quality:** Quality is our cornerstone. We provide the highest quality work and products to our customers. To do so, we employ only highly-experienced, qualified associates.
- ▶ **Customer Satisfaction:** We recognize that the bottom line in our business is customer satisfaction - we always seek to meet and exceed our customers' expectations.
- ▶ **Teamwork:** We operate as a team to leverage our vast array of expertise to provide the best possible service to our customers. We join as a team with our customers to ensure their full understanding and involvement in the work we do for them.

Government customers...

- ▶ Ms. Pam Watts, Director of Training, U.S. Army Tank-Automotive Command, (810) 574-6372
- ▶ Mr. Paul Skalny, Associate Director, National Automotive Center, (810) 574-5436
- ▶ Mr. Dick Turner, Deputy Director, Directorate of Public Works and Logistics, Fort Myer, VA, (703) 696-6400
- ▶ Ms. Patty Popour, Quality Manager, U.S. Army Aviation and Missile Command, (205) 842-9372

Specialty areas...

MTL uses the Malcolm Baldrige National Quality criteria as a framework for organizational assessment and performance improvement services. The Baldrige criteria, initially developed for private sector enterprise, has since been fully accepted by the U.S. government as a guide for high-performing organizations, and also serves as the evaluation criteria for the President's Quality Award. MTL conducts organizational assessments, and provides training and consulting services in each of the seven major Baldrige categories:

- | | |
|-----------------------------|------------------------|
| ▶ Leadership | ▶ Human Resource Focus |
| ▶ Strategic Planning | ▶ Process Management |
| ▶ Customer and Market Focus | ▶ Business Results |
| ▶ Information and Analysis | |

MTL works closely with client organizations to conduct assessments in each of the above areas, identifying strengths and areas for improvement. Through hands-on workshops for employees, managers, and senior executive leaders, MTL provides a comprehensive understanding of the Baldrige criteria and its application. We work closely with senior leaders to ensure sound leadership and management systems are in place, based on an effective strategic planning process and resultant strategic and business plans that are effectively deployed throughout the organization.

MTL assists organizations in developing customer service focus and supporting customer programs that ensure that the customer is the true focus of the organization's outputs.

MTL assesses and advises organizations on developing performance measurement parameters and metrics, and integrating these into an effective information analysis system -- which then serves to guide the organizational decision making process. We also provide training on effective benchmarking practices, facilitate the identification of processes and organizations for benchmarking, and assist with coordinating and conducting benchmarking visits.

MTL's Human Resource professionals assist organizations in developing effective Human Resources plans and in implementing effective corporate training and development programs -- having successfully applied the "virtual university" concept, and integrating distance-learning opportunities. The MTL team can establish and manage telecommuting sites for government agencies.

MTL uses principles of Business Process Reengineering to identify and map organizational processes, and assists organizations in improving the quality, efficiency, and cycle time of those processes.

MTL helps organizations analyze their operational and financial business results, to link those results to organizational goals and objectives, and to effectively portray those results and trend data over time.

Using trained and experienced consultants, MTL assists federal organizations in developing applications for the President's Quality Award -- through assessment, training, performance improvement consulting, application team training, application development, and process auditing.

Consulting staff...

MTL has a small core staff. However, we have over 30 highly-qualified and versatile senior consultants available to meet the varying needs of our clients. In this way, we are better able to provide the best-qualified consultants to meet agencies' specific needs, and not merely assign an available consultant "off the shelf."

Locations...

MTL's corporate headquarters and main offices are located in Fairfax, Virginia. However, MTL consultants reside around the country and are highly mobile, providing regional and worldwide support to agencies as needed.

Noonan & Associates

6132 Blackfoot Circle
Sedalia, CO 80135

Telephone: 303-660-9162
Fax: 303-660-5865

E-mail: NoonanAsoc@aol.com

Point of Contact: Patricia B. Noonan, President
Telephone: 303-660-9162

Our Company....

Noonan & Associates is a professional management consulting and training development company. We provide products and services to a variety of organizations. Our clients are in the federal, state and local governmental agencies as well as Fortune 100 commercial clients.

We have an excellent history of successfully working with organizations in the areas of:

- adult learning
- assessments (3600, training needs, customer service, employee attitudes)
- business analysis and development
- career counseling
- change management
- conflict management
- cultural change and development
- customer service
- high performance teams
- human resources management
- interpersonal skills
- leadership skills assessment
- management assessment, coaching and development
- marketing
- mediation
- mentoring
- multiculturalism (differences, personality and leadership preferences (MBTI, LSI), gender and diversity)
- organizational analysis
- process improvement
- sales
- self directed work teams
- strategic planning
- succession planning
- team building and development
- value added assessment and design

Core personnel...

We are a company with proven experience in both public and private sector work. Our internally experienced and recognized associates have earned degrees in such varied areas as business, psychology, organization development, public administration, education, communication, finance, contract management and marketing.

All of our associates have degrees in their specialty areas with over 90% having advanced degrees. In addition to academic preparation, we bring a wealth of real world experience from the military, federal service and commercial businesses. With over 200 combined years of management experience, we bring the real world to our consulting.

Preferred approach....

We believe in creating partnerships with our clients. By partnering with you, we can bring our perspective to build on your knowledge of your agency. This creates a stronger and more effective product or service.

This approach works whether it is a single session of one of our training classes, a sales or marketing plan or a complete organizational analysis and redesign. As your partner, we commit to making all our work a success – we are only as successful as our customers.

Government customers...

- ▶ Tom Balsanek, Regional Director, National Cemetery Agency, 303-914-5702
- ▶ Susan Sembenotti, Contract Specialist, AMC, 618-258-1900
- ▶ Kim Montoya, Employee Development Officer, National Park Service, 303-969-2512

Specialty Areas....

We specialize in all areas of employee development, business skills and organizational development. We offer products and services in all the service areas under the MOBIS schedule. We consider our areas of specialty to be those listed previously.

Consulting staff...

Our consulting staff numbers 14 associates.

Locations...

We are centrally located in Colorado. Our staff provides service both domestically and internationally.

Organizational Strategies Inc.

6075 River Forest Drive
Manassas, VA 20112-3043

Telephone: (703) 730-6302
Fax: (703) 730-9675

Point of Contact: William C. Hendricks
Telephone: (703) 730-6302

E-mail: osi1@erols.com

Our company...

Organizational Strategies Inc. is a consulting firm nationally recognized for our ability to effectively assist organizations improve their critical business processes. We offer services in the following areas – management consulting, strategic planning, technical, program and policy analysis, information systems planning and development, human resource development, teambuilding and leadership development.

Core personnel...

Organizational Strategies Inc. has developed a high-end professional teams recognized for an enviable reputation with our government partner/clients. The average experience for our professionals' average more than 18 years. This experience base is leveraged through a common set of values and goals. Our consultants have advanced degrees in areas ranging from Computer Science, Psychology and Human Factors to human resource development, mathematics and strategic planning. When it is in the best interest of the customer requirements, we will supplement our in-house team with a core group of skilled, experienced contractors.

Preferred approach...

At Organizational Strategies Inc., we earn our customers trust through personal integrity, ethical performance and cost conscious practices. We dedicate ourselves to technical and acquisition excellence and innovation. We listen to and are accountable to our customers. Additionally, we team with our customers, industry and with each other for the common good of the program and on a basis of trust. Founded on these principles, we capitalize on the strength of our diverse workforce brings, thus ensuring the best service to our customers.

Government customers...

- ▶ Major Mitch Bauman, V-22 Program Manager NAVAIR 301-757-8157
- ▶ CDR Wayne Borchers, Asst. Chief of Staff, Commander, Patrol Wings Atlantic, 757-836-6726
- ▶ LT Patrick Ford, SBIR Program Manager NAVAIR, 301-757-8083
- ▶ Mr. James Collis, Prgm. Manager, NAVAIR, 301-757-9009

Specialty areas...

Organizational Strategies Inc. possesses the capability to provide expertise in all the service areas under the MOBIS Contract; we have had particular success in the past few years with our Strategic Planning and application of innovative technologies.

Locations...

The total staff of Organizational Strategies Inc. is 10 people with offices in the Washington, D.C. and southern Maryland areas.

PH Associates

P.O. Box 3921
Meridian, MS 39303

Telephone: (601) 482-7094

E-mail: PHAMdn@AOL.com

Point of Contact: Brenda K. Hiatt
Fax: (601) 483-6735

Our company...

PH Associates has a 15-year history of providing professional, effective training, facilitation and consulting services for government and private sector clients nationwide and internationally. PHA has a solid reputation among our clients for understanding the Federal sector and being able to relate to the workplace challenges of our participants.

Our associates are often complimented for their exceptional ability to create exercises and examples for training sessions that are directly applicable to the client's workplace and offering practical techniques and ideas that participants can easily apply to their own situations; our facilitators are expert at using proven techniques to assist groups in reaching their objectives; and our consultants are committed to providing thorough assessments and practical recommendations that are easily monitored.

Core personnel....

All of PHA's trainers, facilitators and consultants are excellent communicators who are also experienced in real-world management. Our trainers are well-known for their highly interactive, customized sessions, providing practical skills and ideas for meeting the client's specific objectives. Our facilitators are skillful in using techniques that assure full participation by members of the client group, control dominant group members, and result in the development of well-thought-out conclusions presented in a clear, concise, easily monitored format. Our consultants are keen observers who can quickly assess organizational systems and potential problems, as well as both positive and negative human interactions that affect organizational success. All hold either Master's or Doctorate level degrees in a variety of disciplines.

Preferred approach...

Although circumstances do not always allow for it, PHA prefers to work in situations where there is an ongoing relationship between our company and our clients. In the area of training, we prefer to either conduct or review needs assessments prior to the final design of the training to assure that client objectives have been clearly communicated and will be met, and we encourage allowing us to be involved in evaluating the results of the training—both immediate and long-term. In the areas of facilitation and consulting, we prefer to have the opportunity for on-site observation, individual interviews or focus groups prior to the beginning of the formal process and we strongly recommend follow-up activities to monitor the success of and recommendations resulting from the facilitation or consultation.

Regardless of the circumstances, PHA trainers, facilitators and consultants always do their homework. We request written materials about the client organization and review these thoroughly to ensure that our associates understand the internal jargon of the organization and can develop exercises and examples that are compatible with the workplace of the participants.

Government customers...

- ▶ Mike Chapman, Department of the Navy, (850) 452-4122/4123
- ▶ Marilyn Ford, Rural Development, USDA, (609) 265-3600
- ▶ Thomas Wilburn, Marine Corps Logistics Base, (912) 439-5297

Special areas...

Under MOBIS contract, PHA is authorized to offer training, facilitation, and support services. While our trainers and facilitators offer expertise in a wide range of subject areas, we are most experienced in facilitating strategic planning sessions, management retreats, team building efforts, and problem-solving groups and in developing and presenting training in Supervisory Skills, Communication, Conflict Resolution, Diversity, Customer Service, Coaching and Counseling, Performance Management, Facilitation, EEO Issues and Problem Solving/Decision Making.

Consulting staff..

PHA has 12 associated consultants, trainers and facilitators, most of whom serve in multiple roles.

Locations...

While PHA does not have branch offices, our location in a small Southern city has not impacted our ability to work successfully nationwide and internationally. PHA associates are located in New York, Idaho, Florida, and Mississippi and have conducted sessions in all 50 states, Eastern and Western Europe, Latin America, the Caribbean, the Western Pacific, the Middle East, and Asia.

PRAXIS Associates

1925 Anderson Road
Falls Church, Virginia 22043

Telephone: (703) 893-5374

Fax: (703) 356-8957

E-mail: praxis@erols.com

Point of Contact: Joya Jimenez-DiStefano

Telephone: (703) 893-5374

Our company...

Everyone is entitled to a great place to work – a place that lets everyone contribute to something that matters in ways that are rewarding, enjoyable and appreciated. Since 1985 PRAXIS has helped people transform the quality and value of their workplaces through a shared sense of purpose, clearer priorities, enhanced planning and communication. The results are workplaces that feel better and accomplish more.

Core personnel...

You get the most experienced consultant in the firm – a straight shooter with your interests as her #1 priority. Joya Jimenez-DiStefano has been serving her clients as PRAXIS Associates since 1985. "Praxis" means learning to get the results we want from what we do. Ms. Jimenez has helped executives, management teams, and work groups redefine who they are and what they can accomplish together. Her style is dynamic, bright, caring, and passionate about service.

Preferred approach...

Listen hard. Involve as many people as possible. Gather good information by tackling tough questions: What do you really want to accomplish? What will help or hinder success? How can we enroll the right people? What is the best plan given time and resources? How can we work together so we can succeed together? **Take informed action. Generate good feedback. Respond, recognize, and reward.**

Government customers...

- ▶ Richard Race, Inspector General DISA, (703) 607-6300
- ▶ Anne E. Caluori, Dpty Commander, US Army ISSC, (703) 806-4252
- ▶ Shirley Fields, CIO DISA, (703) 896-1894
- ▶ George Anderson, Exec. VP, HUD, GINNIE MAE, (202) 708-0926

Specialty areas...

We specialize in bringing hearts and minds back to work. Our organizational improvement interventions include: "Strategic Futures Conferences" that involve "everyone;" management planning retreats that define leadership and direction before enrolling others; organizational assessments; teambuilding; work process improvement; performance measurement; and, conflict management.

Consulting staff...

PRAXIS' total permanent staff is exactly one person, Ms. Jimenez herself. She is based in the national capitol region and will work anywhere in the world. In addition, Ms. Jimenez has a select network of associates that may assist with larger projects.

Locations...

No branch locations.

PriceWaterhouseCoopers

12902 Federal Systems Park Drive
Fairfax, VA 22033-4412

Telephone: (703) 633-4000
Fax: (703) 633-4100

Internet: www.pwcglobal.com

Point of Contact: Stan Hawthorne
Telephone: (703) 633-4206

E-mail: williamstan.hawthorne@us.pwcglobal.com

Our Company...

PricewaterhouseCoopers LLP (PwC) is the world's largest professional services organization. With more than 140,000 people in 152 countries, the Firm is the sixty-first largest employer in the world.

PwC helps clients build value, manage risk, and improve their performance. We provide a full range of business advisory services to leading global, national, and local companies and to public institutions. These services are divided into the six service lines outlined below:

- **Assurance and Business Advisory Services** — Provides audit, internal audit, regulatory and compliance, consulting, information technology and assurance, risk management advisory services, transaction support services, and shareholder value services.
- **Management Consulting Services** — Helps leading companies solve multifaceted problems across the globe with integrated management consulting services, from strategy through implementation.
- **Tax and Legal Services** — Provides global tax advice in corporate and individual tax consulting (including indirect taxes and compliance), tax outsourcing, and related matters.
- **Financial Advisory Services** — Offers services in shareholder value and strategy, privatization and project finance, mergers and acquisitions, real estate, hospitality, business reorganization, and insolvency and dispute resolution.
- **Global Human Resource Solutions** — Provides services in actuarial benefits and insurance, HR/benefits outsourcing, organization effectiveness and development, international assignments, mobility and employment law, and HR information systems planning and implementation.
- **Business Process Outsourcing** — Focuses on the long-term contracting of business process administration, providing services in finance and accounting, human resources, real estate, applications processing, sourcing (procurement), internal audit, tax/expatriate and information technology applications maintenance.

Core Personnel...

PwC has almost 3,000 professionals dedicated to supporting the Federal government. This includes specialists in every organizational function: accounting and finance, logistics, human resources, marketing and sales, facility and equipment maintenance, public affairs, information management, acquisition, traffic control, planning, and many others. They combine functional skills with specific operational specialties in virtually every component of the economy. This includes but is not limited to depot and weapons system management, judicial; systems and law enforcement, health and medical care, social services, manufacturing and industrial activities, telecommunications, retail, banking, loan

portfolio management, and real estate. For professional services designed for your organization, turn to PricewaterhouseCoopers.

Preferred Approach...

Our preferred client approach is tailored to each client's individual requirements, drawing on a large array of approaches, tools, and training. The principles for this customization include partnership, strategy, implementation, and results.

Government customers...

PwC's government customers include most of the major Federal agencies, including:

- ▶ Administrative Office of U.S. Courts
- ▶ U.S. Department of Agriculture
- ▶ U.S. Department of Commerce
- ▶ U.S. Department of Defense
- ▶ U.S. Department of Education
- ▶ U.S. Department of Health and Human Services
- ▶ U.S. Department of Housing and Urban Development
- ▶ U.S. Department of the Interior
- ▶ U.S. Department of Justice
- ▶ U.S. Department of State
- ▶ U.S. Department of Transportation
- ▶ U.S. Department of the Treasury
- ▶ U.S. Department of Veterans Affairs
- ▶ U.S. General Accounting Office
- ▶ U.S. House of Representatives
- ▶ Federal Emergency Management Agency
- ▶ General Services Administration
- ▶ Government National Mortgage Association
- ▶ Internal Revenue Service
- ▶ Library of Congress
- ▶ National Aeronautics and Space Administration
- ▶ Nuclear Regulatory Commission
- ▶ Pension Benefit Guaranty Corporation
- ▶ Smithsonian Institution
- ▶ Social Security Administration
- ▶ U.S. Postal Service

Specialty Areas...

With respect to the MOBIS schedule, our services include, but are not limited to:

Consultation Services (SIN 874-1). From strategic planning to program audits, PwC provides the variety of consultation services government clients need to address the serious issues of how to enhance performance. Our approach to strategic, business, and action planning starts with fact-finding assessments of customer requirements and organizational issues, economic variables, alternative

strategies, and bottom-line financial analysis. Implementation methods --all designed for PwC/client team application-- include activity-based costing and management, reengineering, quality management, ISO 9000, ISO 14000, benchmarking best practices, competency assessment, process modeling, performance-based budgeting, 360 degree assessments, and many more.

Facilitation Services (SIN 874-2). We provide facilitation and decision support services for collaboration efforts, working groups, or integrated product, process, or self-directed teams. PwC facilitators are trained and experienced in group dynamics, coaching, mentoring skills, and cross-trained in specific functional areas and implementation methods. PwC uses the latest in portable electronic meeting support systems (meeting groupware) for sessions ranging from a dozen to over one thousand participants. We have high-tech facilities for clients' off-site meetings, and video conferencing sites in the Washington, DC area and in a dozen other cities.

Survey Services (SIN 874-3). PwC's International Survey Research Center in Bethesda, MD is dedicated to clients who need feedback from current and prospective customers, employees, potential benchmarking partners, and other important groups. The Center offers all survey services, from design to administration to writing and briefing results. Research methods range from small focus groups to surveys of thousands of people, using mail, telephone, computer, and other collection tools. PwC specializes in Survey-Feedback-Action approaches to creating organizational change and meeting customer expectations.

Training Services (SIN 874-4). PwC's Center of Excellence for Learning Systems is a team of training and adult education professionals serving both business and government clients. They specialize in training for initiatives in management and operations improvement, ranging from executive skill building to training employees in new work methods. Center services include competency assessment; creating curricula, courses, and materials; delivering and evaluating training; and designing and administering entire training systems.

Support Products (SIN 874-5). We offer both off-the-shelf and custom-tailored support products, including books, monographs, CD-ROMs, audio and videotapes, slides, and training material. We also have full-service, in-house graphics and production facilities, which means rapid turnaround for all client requirements.

Consulting staff...

PwC has almost 3,000 professionals dedicated to serving the Federal government, and over 140,000 staff members worldwide.

Locations...

PwC has offices in over 150 countries. This includes six offices in the Washington, DC metropolitan area. Our offices in Fair Lakes, VA; Arlington, VA; and Bethesda, MD are dedicated to our Federal government consulting practice.

Project Mentors, Inc.

211 Sutter Street, 3rd Floor
San Francisco, CA 94108

Telephone: 415-955-5777
Fax: 415-955-5770

Toll-Free 1-888-PROJ-888
Internet: www.projectmentors.com

Point of Contact: Brad Pearsall, Account Executive
E-mail: bpearsall@projectmentors.com

Our company...

Project Mentors has been providing project management training, consulting and performance support services to Fortune 500 companies, Governmental Agencies and privately held organizations for over 22 years.

As a global full-solution provider of integrated project management, we specialize in on-site project management support services covering various aspects of technical skill development, human dimension skill development, and project management skills reinforcement.

Core personnel...

Our staff's experience is in both project management training and consulting and in managing projects. In addition, we have a wide range of professional expertise including all aspects of project management implementation. Our Courseware Development Director, holds a PMP designation, as do over twenty-five percent of our consultant staff. Joan Knutson, our founder and President, is a recognized leader in the discipline and is the contributing editor to PMI's monthly publication, *PM Network*, for the third consecutive year. She is author of *Project Management, How to Plan and Manage Successful Projects*.

Our consultants are located throughout the U.S. and deliver our services both domestically and internationally.

Preferred Approach...

We believe to be truly successful, project management must be implemented at all levels and include ongoing review to ensure skills transfer. We understand that "one size does not fit all." In other words, one approach or solution is not applicable to all situations, and accordingly, we offer a suite of integrated project management services to assist you in achieving your business results.

Our philosophy is to anticipate change with regards to technology, industry and global environment by staying involved with our industry and yours, and by sharing information. We strive to adapt to change by discovering strategic partnerships and keeping current; and to excel as a project management resource by providing services that reflect our willingness to remain flexible to client needs while always striving to add value for our clients.

Government customers...

We provide training and consulting for sectors in all levels of government, from federal to municipal levels. Specific references available upon request.

Specialty areas...

Project Mentors is able to provide complete project management training and consulting to all agencies domestically and internationally. Our services combine the best methods of training, consulting, and performance support to ensure successful project management skills transfer. Our delivery methods include instructor-led training, web-based training, video conferencing, self-paced learning, and distance learning for remote/virtual teams. Our consulting services range from one-on-one mentoring to enterprise-wide methodology implementation.

Consulting staff...

We have an expansive range of consultants available to easily deploy training throughout the country and world.

Locations...

Project Mentors is headquartered in San Francisco, CA. In addition to having offices in Los Angeles and New York, our consultants are geographically dispersed to easily provide domestic and international delivery.

The Public Strategies Group, Inc.

275 East 4th Street, Suite 710
St. Paul, MN 55101

Telephone: 651-227-9774
Fax: 651-292-1482

Internet: www.psgrp.com
E-mail: reinvent@psgrp.com

Point of Contact: Jeff Zlonis, Chief Operating Officer
Tel. 651-227-9774

Our company...

The Public Strategies Group (PSG) is an enterprise dedicated to government reform.. PSG works exclusively with public organizations, helping them transform themselves into customer-focused enterprises. Our mission is to be the best resource in the world for transforming governance. We are not just thought leaders and writers; we are people who have dedicated our careers to public service. As former government executives, we have experienced firsthand the challenges public managers and elected officials face in giving citizens more value for their money.

PSG's services are focused on a particular segment of public organizations: those that have concluded that the bureaucratic system has run its course and that **transformational change** is the only viable long-term strategy for dealing with increasing demands for service and decreasing resources. Organizations that are making a serious commitment to improve service through employee participation and the deployment of reinvention principles turn to PSG for assistance because of our reputation for having succeeded with other such initiatives in the public sector.

Core personnel...

PSG consists of a small group of some of this country's most advanced thinkers about reinventing government and the strategies required to turn promising ideas into workable solutions that produce better results for citizens. Principals of the firm include David Osborne, co-author of *Reinventing Government* and *Banishing Bureaucracy*; Connie Nelson, one of the foremost public sector executives with a successful track record in re-engineering; Peter Hutchinson, known for his innovative approach under the firm's contract to provide leadership to the Minneapolis Public Schools; Dr. Lawrence Grant, a nationally recognized strategist on public sector information management; Laurie Ohmann, acclaimed for her work in service-oriented restructuring; Dr. Richard Heydinger, an innovator in post-bureaucratic management of higher education; Jeff Zlonis, recognized for implementing enterprise management in government administrative systems; and Babak Armajani, an expert in public sector management systems reform who collaborated with Harvard professor Michael Barzelay on the book *Breaking Through Bureaucracy*.

The Public Strategies Group — through its Reinventing Government Network — also has a working relationship with a world-wide network of firms and individuals who are masters in various disciplines involved in innovative public sector reform. The Network currently has associates in the United States, Canada, Australia, the United Kingdom and the Netherlands.

Preferred approach...

Our approach to consulting engagements typically includes gathering data through interviews with executives, managers, employees, and key stakeholders. This enables us to view the agency through

the multiple perspectives of its customers, staff, and partners. In cases where we are asked to design a new, innovative solution to a particular problem facing an agency, PSG will involve the participation of employees and unions in work teams and steering committees.

PSG also believes in developing internal capacity in organizations to lead reinvention efforts beyond the term of any contract. The power of consultant expertise can be leveraged by continually developing internal consultants. We have featured the creation and/or development of internal consulting corps in a number of our projects.

Government customers...

- Joe Brann, Director USDOJ-COPS 202-616-2888
- Jon Cowan, Chief of Staff HUD 202-708-2713
- Nancy Rheame, Vice President, Defense Reutilization & Marketing Service, 616-961-5997
- Greg Woods, Chief Operating Officer, Office of Student Financial Assistance, 202-260-6536

Specialty areas...

We are primarily consultants, but we have also developed and delivered a highly interactive two-day workshop designed to help government employees understand and begin to apply reinvention strategies to their work. We are particularly skilled at helping agencies create mechanisms to make themselves more accountable to their customers and for translating the concepts imbedded in GPRA into practical performance management tools and strategies.

Consulting staff...

The Public Strategies Group has a core staff of 11 consultants.

Locations...

N/A

QCI International

17055 Quailridge Road
Cottonwood, CA 96022

Telephone: 530-347-1334
Fax: 530-347-6987

Internet: www.qci-intl.com

Point of contact: Donald L. Dewar, President
Telephone: 530-347-1334

Our company...

QCI International is a full-service consulting, training and publishing firm offering a distinctive source for products and services that fall under the umbrella of Total Quality Management and continuous improvement related activities. Since 1978, more than 10,000 organizations have turned to QCI International for assistance in improving their performance in the global market place. We are so confident in the value of our services that we provide a money back guarantee. If the customer is dissatisfied, there is no charge what-so-ever!

QCI does not want to become a permanent crutch for its customers. Early on, we involve client personnel in the change process so that the time and expense of our support is kept at a minimum. Furthermore, we maintain an on-going toll-free "Hot Line" to enable the customer to receive on-going consulting advice AT NO COST.

QCI International publishes a monthly magazine, *Quality Digest*, with subscribers in nearly 50 countries around the world.

Core personnel...

QCI International consultants have worked together for as many as 20 years. In most cases our consultants have multiple degrees and a wide range of experience in a variety of commercial and government organizations.

Preferred approach...

QCI International consultants spend a block of time with customers and stake-holders early in the process in order to get a clear understanding of your organization's unique situation. It is important to us that we add value to the customer's organization, partner with the customer and leave the customer team with skills and knowledge to continue to implement and/or sustain and measure organizational improvements.

Government customers...

- ▶ Ginger LaPrade U.S. Army 804-734-1032
- ▶ Susan Mills U.S. Geological Survey 573-308-3740

Specialty areas...

QCI International's specialty area deals with teams -- teams of all sorts. We have developed a nation-

wide reputation for excellence in the training of team facilitators, team leaders, team members and members of management who provide guidance for this activity.

Consulting staff...

Our consulting consists of six highly qualified consultants/trainers. In addition to these individuals, we periodically draw on the services of other highly qualified consultant/ trainers.

Locations...

World headquarters for QCI International is centralized in Cottonwood, California.

Quality Institute of America, Inc. (QIA)

355 E. NASA Rd. 1, Suite B
Webster, TX 77598

Telephone: 1-888-522-9001 or 281-332-6174
Fax: 1-888-495-9001 or 281-316-2844

Internet: www.qi-a.com
E-mail: sales@qi-a.com

Point of Contact: Wali Alam, President
Telephone: 1-888-522-9001

Our Company...

Quality Institute of America, Inc. (QIA) is a small disadvantaged international consulting firm that specializes in ISO 9000, QS 9000, and ISO 14000, as well as other programs included in the Management, Organizational, and Business Improvement(MOBIS) contract. QIA services both public and private sectors.

QIA's belief is that to achieve the highest benefits in any activity within the organization, we must see the organization as a whole, and facilitate and motivate the entire mass to move in one direction. This will be the most complete and effective way to total organizational improvement in performance, quality, timeliness, and efficiency. Many of our products and methods are considered revolutionary in the industry.

Mission:

To assist organizations increase effectiveness in carrying out their missions, in addition to helping organizations become more profitable by maximizing utilization of physical and system resources.

To guarantee success with ISO 9000, QS 9000, and ISO 14000, and to make Quality and Environmental Management Systems simple and affordable.

Services:

QIA offers training, consulting and facilitation in three different areas:

- 1) Development, use and maintenance of Management Systems.
- 2) Development of Human Resources.
- 3) Development of skills and techniques of the areas of MOBIS.

Core Personnel...

QIA's consultants have advanced degrees in engineering and business administration. QIA's consultants have been in the ISO 9000 industry since its beginning in the United States. Our consulting staff consists of six full-time consultants. Our consultants have experience in Material Requisition Planning (MRP), reengineering business processes, human resource management, quality systems, strategic planning, process benchmarking, and statistical techniques, as well as many other areas outlined in the MOBIS contract.

Preferred Approach...

QIA prefers to operate on an up-front fixed fee, so that the concentration can be placed on the project at hand. The majority of our services are conducted at the beginning of the project, so we can establish a thorough understanding of our client's processes. QIA guarantees success and improvements in any organization which follows our recommendations.

Government References...

QIA has recently obtained the MOBIS contract. We do have clients in the private sector who are government contractors, however we are currently uninvolved in working directly with government clients. References from any of these clients, as well as any of our other clients are readily available upon request.

Specialty Areas...

QIA has the capability to provide services and expertise in all areas outlined in the MOBIS contract. However, we specialize in ISO 9000, QS 9000, and ISO 14000 Quality and Environmental Systems. QIA has specialized in these areas since their introduction in the United States.

Consulting Staff...

QIA's consulting staff consists of six full-time consultants.

Branch Locations...

Corporate Office:

Quality Institute of America, Inc.
355 E. NASA Rd. 1, Ste. B
Webster, TX 77598

Branch Office:

Quality Institute of America, Inc.
18 A, Road 18
Banani, Dhaka-13
(Bangladesh)

Our services are available nationwide as well as internationally.

The Quantum Group

Post Office Box 20094
Washington, D.C. 20041

Telephone: 703-689-0618
Fax: 703-689-0583

E-mail: Pioneers96@aol.com

Point of Contact: Lewis Friedman
Telephone: 703-689-0618

Our company...

Our organization is a small business firm whose mission is to optimize organizational effectiveness. Our philosophy is to form a strong partnership with our clients in achieving their vision. To that end, at least one of our Quantum *partners* is assigned to consult with our clients throughout the process.

At Quantum we utilize an innovative organizational planning model or "blueprint" for changing business architecture. We begin by developing a clear understanding of the current state and desired future state of all key elements of *your* organization. This critical step can encompass survey design, delivery, analysis and planning for the future. Most importantly, it provides for us, a clear understanding of *your* point of view.

Core personnel...

Our partners have experience consulting with local and global organizations. We have clients, large and small, private sector as well as government. We hold GSA certification as suppliers in consulting, survey design and implementation as well as workshops and seminars. For your organization, this means we can draw on many varied experiences to seek the most effective solutions for your organization.

Preferred approach...

We assist your organization in designing a definitive implementation plan for meeting long and short-term goals. We believe in a clear focus on *outcomes*. At Quantum we concentrate on choosing the right building blocks to vitalize, revitalize or transform your organization.

We recommend to all our clients anticipating organizational change that they begin by establishing a Collaborative Work Environment, through an Organizational Communication Series. These workshops provide the groundwork or foundation for good group dynamics and are critical to the success of any project involving workgroups.

With each of our clients we determine how we will measure the success of our interventions. Using four levels of measurement we can, in partnership with you, choose the appropriate metrics, including business results and time frames, which will illustrate the effects of our work. We fully guarantee everything that we furnish to our clients and will provide additional consulting or workshops as required to meet our joint goals. Our clients are our best customers. We have received an "exceeds expectations" rating on our most recent Dun and Bradstreet past performance survey, and outsourced our competition in all categories.

Government customers...

- ▶ I.R.S., Barbara Chatzkel, 202-622-6450
- ▶ Defense Industrial Supply Center, Ken Biddle, 215-697-5487
- ▶ Federal Highways, Fred Jones, 202-366-9379

Specialty areas...

The Quantum Group has the capability to provide; Sin 1, Sin 2, Sin 3 and Sin 4 of the MOBIS contract. We specialize in Assessments, Strategic Planning, Organizational Change, Benchmarking, Organizational Communication Series and Leadership Workshops.

Consulting staff...

The Quantum Group has Three partners and principals with an adjunct of five additional consultants that are principals of their own consulting group that we partner with.

Locations...

The Quantum Group Has branch offices in Houston, Connecticut in-addition to the main headquarters' office in Washington, D.C.

Response Analysis Corporation *(Division of Roper Starch Worldwide)*

1060 State Road
P. O. Box 158
Princeton, New Jersey 08542-0158

Telephone: 609-921-3333
Fax: 609-921-2611

Internet: www.response-analysis.com

Point of Contact: Nicholas W. Iadicicco, Account Executive
E-mail: Nick.Iadicicco@response-analysis.com
Telephone: 609-921-3333, ext. 455

FSS Contract Number: GS-23F-8115H

Our company...

Response Analysis Corporation provides survey research services including study design, data collection, analysis, and reporting. We are a division of Roper Starch Worldwide specializing in custom-designed survey research projects. Founded in 1969, the company was established on three basic values:

1. Response Analysis' staff meet the rigorous standards required by government and the academic community and are well trained to accommodate the research needs of any organization. From the beginning, Response Analysis has devoted itself to a mix of government, social, and commercial research.
2. We take research seriously. We care about quality, not as an abstraction but in technical terms that professional researchers understand. We have a mature quality assurance system for research methodology to ensure that research is done right. It includes usability testing and certification procedures. We adhere to the principles and standards established by the Council of American Survey Research Organizations (CASRO) and the American Association for Public Opinion Research (AAPOR), which preserve the integrity of the survey research process and protect the confidentiality of the information collected.
3. We are committed to a team approach that blends the unique talents of many specialists to give clients the most valuable research results.

Core personnel...

The Response Analysis team combines the skills and experience of sociologists, industrial psychologists, and statisticians to assist our clients in developing effective customer-focused organization and business improvement programs. Individual members of our MOBIS Services team possess specialized knowledge of applications in TQM and quality initiatives such as Baldrige Award applications, customer satisfaction measurement and improvement, organizational effectiveness and performance, and social and government policy fields such as family relations, human development, and criminal justice.

Preferred approach...

Our sole business is to provide survey-based information for decision-making. Consequently, we prefer to be involved closely with our clients as early as possible so that we can play an active role in problem-definition and information need assessment to assure sound research design. Upon completion of the

data collection portion of an assignment, we involve clients in a preliminary review of results so that we clearly understand what the findings mean to their organization. We strive to gain as much diagnostic power from our research as we can and to use that power to help our clients make sound decisions.

Government customers...

- ▶ Darlena Bikowski, Contracting Officer, GSA – FSS, 703.305.5592
- ▶ John Morris, Program Manager, GSA – FSS, 703.305.5831
- ▶ Mary Enright, Program Analyst, FSS – Fleet Management, 703.305.7648
- ▶ Ron Rice, Program Manager, GSA – Public Buildings Service, 202.501.1609
- ▶ Dr. Jocelyn Johnson, Program Specialist, GSA, 202.501.0828
- ▶ Pat Rubino, Program Manager, GSA – FSS, 202.501.1457
- ▶ Janet King, Program Specialist, GSA – FSS, 703.305.7571
- ▶ William Webster, Program Manager, FSS – Fleet Management, 703.305.6273
- ▶ Paul Menk, Program Manager, GSA – Public Buildings Service, 202.501.2055

Specialty areas...

We are survey research consultants specializing in the design and execution of surveys and the interpretation of their results. We provide a full line of survey research services including methodology and questionnaire design, in-person and telephone interviewing, focus group moderation, data processing, and analysis. Our senior staff includes expert methodologists who design and execute surveys involving complex sampling and data collection designs and high response rates.

We concentrate in a few key fields: program evaluation, customer satisfaction measurement and improvement, organizational effectiveness, social and government policy development and evaluation. Recent policy-related research we have conducted in the area of justice includes: a factorial design survey to measure public perceptions of appropriate prison sentences, done in collaboration with Vanderbilt University with NIJ funding; a study conducted for the United States Sentencing Commission on national views of just punishments for criminals; and a study of the nation's opinions regarding employment issues and affirmative action, for the Woodrow Wilson School at Princeton University.

Consulting staff...

More than 50 in our Princeton office; more than 100 company-wide.

Locations...

U.S.

Dallas, TX

Hamilton, NJ (Telephone Interviewing Center)

Harrison, NY

Nashville, TN

Newport Beach, CA

New York, NY

Rexburg, ID (Telephone Interviewing Center)

Washington, DC

International

Leatherhead, Surrey, England
Wanchai, Hong Kong

The Ryan Group, Inc.

Crystal Park III
2231 Crystal Drive, Suite 500
Arlington, VA 22202
Tel: (703) 553-2665 Fax: (703) 553-0692

Parkway Plaza North
14110 Dallas Parkway, Suite 270
Dallas, TX 75240
Tel: (972) 385-7781 Fax: (972) 385-7884

Internet: www.ryangroupinc.com
Email: ryangrp@onramp.net

Point of Contact: Wayne R. Davis, Managing Partner
Telephone: (972) 385-7781

Our company...

The Ryan Group is a distinct firm of highly accomplished strategists, planners, consultants and trainers comfortable in an environment defined by innovation, complexity, and rigorous intellectual challenge and capability. A key strength is our ability to conduct complex and challenging projects for our clients that achieve clear and lasting results. This has been accomplished by growth that is due to both repeat clients, who know they can depend on us to deliver exceptional value, and new clients, who are attracted by our reputation for serving clients extraordinarily well. Our many ongoing professional relationships allow us to continue this tradition.

Core personnel...

The Ryan Group's core staff consists of a blend of technical, academic, and business expertise whose management style encompasses an ability to synthesize far-reaching and complex assignments; can think in abstract terms, yet are disciplined planners and hands-on implementers. This supports an ability to comprehend and apply principles of advanced business concepts, define theoretical problems, establish facts, interpret an extensive variety of technical instruction and deal with multiple variables simultaneously, allowing us to draw sound, well-founded conclusions and recommendations for our clients.

Preferred approach...

The Ryan Group's unique approach to organizational transformation and effectiveness is achieved through professional consulting, program design, process management, survey services, training and development and facilitation. This approach places a premium on both conceptual and analytical skills and creative insight and thought, as well as on the ability to translate these skills into sound, practical solutions and processes for our clients.

Government customers...

- ▶ RADM Rand Fisher, Commander NAWCWPNS, (760) 939-2201
- ▶ Linda Andrews, EA for Strategic Planning, Naval Air Warfare Center, China Lake, (760) 939-3215
- ▶ Steve Mendonca, SES 5.0 Competency, Navy Air Station, Point Mugu, (805) 989-7275
- ▶ Paul McQuaid, SES 5.3 Competency, Sea Range Test and Evaluation, (805) 989-9534
- ▶ Karen Higgins, Ph.D, Senior Technical Director NAWC, Weapons Division, (760) 939-3409

- ▶ Terry Mitchell, Organizational Development, Navy Air Warfare Center, China Lake, (760) 939-2534
- ▶ Shirley Kyle, Contracting Officer, US Coast Guard HQ, (202) 267-2514
- ▶ Jennifer Rechsteiner, COTR US Coast Guard HQ, (202) 267-6729

Specialty areas...

The Ryan Group's specialty areas are threefold: Strategic, business and action planning, survey services and training and professional development. The services and products offered under MOBIS will enable government agencies to improve performance, quality, timeliness and efficiency throughout their organizations. These services will facilitate agencies' response to dynamic, evolutionary influences and mandates and will enable them to continuously improve mission performance. These efforts will ultimately result in increased customer satisfaction and increase the public's confidence in government.

The professional services offered are specifically designed to be responsive to and support the system wide model of management excellence and performance improvement embodied in the Government Performance and Results Act (GPRA), the National Performance Review Laboratory Program (NPRLP), the President's Award for Quality (PAQ), Management, Organizational and Business Improvement Services (MOBIS), and the Malcolm Baldrige National Quality Award (MBNQA).

Consulting staff...

The Ryan Group's staff consists of approximately 42 members and consists of Partner consultants, Senior consultants, Psychologist consultants, Analytical consultants, Subject-Matter consultants and support staff. Additionally, as required, we augment our staff by engaging academia and independent consultants, partnering or affiliations with other firms, or by forming joint-ventures.

Locations...

The Ryan Group maintains offices in Washington DC (Crystal City) and Dallas, Texas. In addition, we maintain affiliate offices in Seattle, Washington, San Francisco, California, Boston, Massachusetts, and Orlando, Florida.

Sirota Consulting Corporation

The Centre At Purchase
One Manhattanville Road
Purchase, NY 10577

Telephone: (914) 696-4700
Fax: (914) 696-3401

Internet: www.sirota.com

Point of Contact: Jeffrey Saltzman
Telephone: (914) 696-4700 x206

Our company...

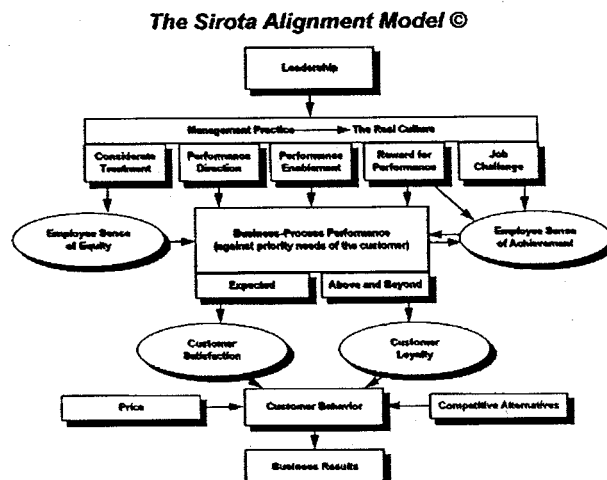
Sirota Consulting is a management consulting company specializing in surveys, survey research and results utilization. Founded in 1972, our primary mission is to help clients build strong relationships with their key constituencies: customers, employees, suppliers, communities, investors, opinion leaders and the public-at-large. Having surveyed more than three million employees and customers from over three hundred organizations worldwide in private, public, and not-for-profit sectors, we pride ourselves on data utilization and action implementation.

Core personnel...

Our firm is comprised of a staff of 27, including professionals in the fields of computer technology, data processing, graphics and design, industrial/organizational psychology, sociology and statistics. Our consultants are either at the Ph.D. or Masters level and have taught at such institutions as Cornell, MIT, Yale, Wharton and NYU. We are regularly invited lecturers on topics such as Organizational Culture Change, Customer Service, and Survey Research. Our Consultants, though well-rounded academically, have literally hundreds of years of cumulative experience in applied settings.

Preferred approach...

Sirota Consulting generally enhances organizational effectiveness by conducting diagnostic surveys and utilizing the results of these surveys to suggest organization improvement initiatives tied to bottom line organizational performance. We have developed a propriety approach to linking employee attitudes to constituency behavior as shown:



A project generally covers ten basic steps including planning, management orientation, focus group interviews, questionnaire development and review, questionnaire administration, data analysis and processing, presentation and discussion of results, unit-level feedback, and manager training to enhance utilization.

Government customers...

- ▶ U.S. Army, General Vollgrath, (703) 695-6003
- ▶ Army Personnel Survey Office, Morris Peterson, (703) 617-7803
- ▶ U.S. Naval Academy, Admiral Charles Larson, (410) 293-1500
- ▶ Department of Labor, CESER (Center for Employment Security Education Research), Emily DeRocco, (202) 628-5588
- ▶ NAFTA/TAA (North American Free Trade Agreement/Trade Adjustment Act), Russ Kyle, (202) 628-5588
- ▶ U.S. Department of Justice, FOIA/PA (Freedom of Information Act/Privacy Act), Bonnie Gay, (202) 616-6757

Specialty areas...

Sirota Consulting/Es specialty area is in all aspects of survey research and data utilization: this includes survey development, administration, feedback and action planning, and training courses and/or guides for the organization/Es internal resources. We also offer seminars and other courses on such topics as: Conducting customer and employee attitude surveys that are used, Integrating customer and employee data, Translating research into action, and the Analysis, feedback and action planning workshop. Consulting staff...

The permanent consulting staff is composed of 13 consultants.

Locations...

Sirota Consulting has a branch office in Washington, DC and does work with several affiliates in the United States and worldwide, including London, Geneva, Hong Kong, Jakarta, and Rio de Janeiro.

Six Sigma Qualtec, Inc.

8757 E. Via de Comercio
Scottsdale, AZ 85258-3328

Telephone: (800) 247-9871
Telephone: (602) 991-6103
Fax: (602) 948-7299

Internet: www.sixsigmaqualtec.com

Point of contact: James A. Ryder, Jr., Director, Contract Administration

Our company...

Six Sigma Qualtec, Inc. (SSQ) is a corporate training and implementation firm formed through the integration of two highly successful training and implementation businesses, Six Sigma International, Ltd. and Marshall-Qualtec, Inc. The firm works with leaders in both the public and private sectors throughout the world and across all industry and government agency segments, leading them to achieve *Measurable Financial Results*™. The alliance of the two firms has brought together the best strategies and the most talented and experienced implementers for successful business performance under one umbrella.

Six Sigma International's creation was based on an uncompromising belief in the Six Sigma methodologies and the conviction that customer satisfaction is the key to improved business results. The strategies and practices that became the basis for Six Sigma were forged in the early 1980s at Motorola where the founders of Six Sigma International were early implementers of the methodology. There the methodology was developed, tested and its effectiveness proven. Six Sigma International's founders moved on to other positions in other companies where the techniques and strategies were further refined and validated. Their cumulative experience enabled them to develop additional tools, giving rise to Six Sigma International's principal product – process improvement, leading to achieve *Measurable Financial Results*™.

Marshall-Qualtec originated in 1995 from the integration of two respected firms in the training and implementation field. The Marshall Group and Qualtec Quality Services. The Marshall Group's expertise was in the areas of human resources and "organizational transformation," while Qualtec grew out of the "total quality" movement. Qualtec played a major role in the winning of the Deming Prize by its former affiliate, Florida Power & Light Company. Qualtec was formed in 1986 and has trained thousands of client personnel.

Together, the SSQ firm brings over 35 years of corporate training and implementation experience to assist clients in achieving their objectives of improved financial performance, quality and human resources.

Core personnel...

SSQ's core personnel are seasoned practitioners, with long and deep experience in government (federal, state and local), the military and business. We have both the educational background (many hold advanced degrees) and the actual experience to successfully plan and manage organizational improvement initiatives. Our expertise includes course design, strategic planning, Six Sigma, benchmarking, team-building, people development, process management, combined with training and consulting.

Preferred approach...

With all clients, SSQ does an initial needs assessment and, with client input, develops an implementation plan designed specifically to accomplish the client's objectives, within its environment. SSQ's pricing on the GSA Federal Supply Schedule reflects a 10% discount from our commercial prices.

Government customers...

- ▶ Mr. Norman Lorentz Chief Technology Officer, United States Postal Service, 475 L'Enfant Plaza, SW Washington DC 20260 Tel: (202) 268-6200
- ▶ Ms. Shirley Watkins, Undersecretary, US Dept. of Agriculture, Food Nutrition & Consumer Services, 1400 Independence Ave., SW, Washington DC 20250, Tel: (202) 720-7711

Specialty areas...

Our specialty is helping organizations achieve breakthrough improvements in performance and productivity through assessing their needs, developing a strategic plan with supporting objectives, and providing training and implementation support. Our firm's objective is to help clients achieve *Measurable Financial Results™* through the application of systematic problem solving, process management, team-building, effective human resources practices, and Six Sigma methodologies.

Consulting staff...

The permanent consulting and training staff is approximately 70 professionals. In addition, we have about 50 experienced non-permanent consultants and trainers with a variety of specialties who are available as required.

Through licensing our technology and training client employees in our methodologies, we transfer our knowledge, so that clients do not require our ongoing support to the same degree as when they first engage us.

Locations...

SSQ's corporate headquarters is located in Scottsdale, Arizona. However we have several full time employees located in the Washington DC area. In addition, our consultants are located across the United States (plus Europe, Asia and Australia) and are available to serve clients in those regions.

Spectrum Technology Group, Inc.

619 River Drive
Elmwood Park, NJ 07407

Telephone: 201-703-8300
Fax: 201-703-8855

Internet: www.spectrumtech.com

Points of Contact:

Elmwood Park, NJ
Robert S. Helminski, Director
Telephone: 1-800-PROJEX-1; 1-201-703-8300
Fax: 1-201-703-8855

Baltimore/DC
Point of Contact: Joseph D. Launi, Director
Telephone: 1-888-777-7313, 1-410-313-8641
Fax: 1-410-480-0913

Our company...

Spectrum's Project Management Division helps project and program managers effectively balance the pressures of time, cost, scope, quality and expectations. Our mission is to improve our client's project and program management competency by influencing business processes and educating managers. Our philosophy is that, outstanding business performance improvement can be realized through the uniform and consistent practice of project and program management across the enterprise. To meet the need for enterprise-wide project and program management, Spectrum has developed PROJEX®, a project/program planning and control process that has been implemented in both the public and private sectors since 1979.

Core personnel...

Spectrum has recruited a staff of professionals firmly committed to the discipline and benefits of project and program management, each having multiple years of experience managing mission critical initiatives in many organizations. All our consultants are active in the Project Management Institute (PMI) and are certified PMPs or are candidates pursuing certification. Most program and project management implementations require a variety of skill and experience levels and are comprised of multiple Spectrum staff members spread across multiple labor categories.

Preferred approach...

Spectrum's primary objective is to improve our client's project and program management competency through knowledge transfer, not through dominance of the client's environment. Typically, our project/program management process improvement engagements are multi-phased and consist of the following:

- Phase 1:** Review Present Internal Procedures
- Phase 2:** Develop/Customize Training Material
- Phase 3:** Perform Training
- Phase 4:** Provide Post-Training Support and Measure Results.

Government customers...

- Health Care Financing Administration - Geoff Weir, 410-786-3007
- City of New York, Dept. of Info. Technology (DoITT) - Allen Klein, 212-403-8302

In our experience, many project and program management needs and requirements in both the government and commercial sectors are similar. As a result, we also list below references from our commercial sector client base.

- Bell Atlantic - Clare Nagel, 508-460-4502; Tom Podesta, 703-974-6636
- Merck & Company, Inc. - Vilma Sa, 908-423-3724; Barry Brine, 201-722-6203

Specialty areas...

Project Management training & consulting.

Consulting staff...

13-15 consultants and growing.

Locations...

Spectrum maintains offices nationwide. Our parent company, CIBER, Inc., maintains offices in over 30 states and Canada.

The Stanton Group

861 North Madison
Rockford, IL 61107

Telephone: 800-889-7996
815-965-1400
Fax: 815-965-4714

Internet: www.stangroup.com

Point of Contact: J. Stanton McGroarty, Managing Partner
E-mail: Stantonm@compuserve.com

Our company...

Today's government environment is characterized by increasing customer demands for speed and quality, a constant influx of new mandates (often unfunded), and disappearing budgets. Moreover, it seems unlikely that voters will be inclined to alter this situation in the near future.

Clearly it is incumbent on all management entities in the public sector to find new ways to contain cost, save time, improve quality, and increase organizational capacity without major staffing increases. Customer satisfaction, workplace harmony, and even program continuation are all at stake.

The Stanton Group has 25 years of experience responding to these kinds of needs in private industry, particularly in manufacturing firms. Since 1994, The Stanton Group has been working with state and Federal Government entities to apply time and cost management tools to the government environment.

Our success speaks for itself. Today government entities are our largest clients, mostly due to referral business from our successful projects in the past.

The MOBIS services listed below are a sample of the way we package our expertise. Other projects and training courses can be custom designed to meet clients' specific needs. Many are built from the modules listed below, but we will be happy to provide custom quotations for projects that don't fit precisely under these headings:

- 874-1 Consulting Services
- 874-2 Facilitation Services
- 874-3 Survey Services
- 874-4 Training Services
- 874-5 Support Products
- 874-6 Privatization Support and Documentation

Core personnel...

The Stanton Group is a small group of consulting professionals. Since 1991 we have used office automation to obviate office, artistic, and editorial staff. We also operate without traditional marketing staff. This means that the Stanton Group professional who develops a project plan with you will typically be the same one who manages your project and presents project results. Both organizations benefit from simplified communication and significant time and cost savings.

The average Stanton Group consultant is an independent contractor with over 25 years in his or her field.

Preferred Approach

Wherever possible, Stanton Group teams train client staff to perform much of our project work. This helps to contain the cost of consultant involvement, and maximizes the amount of project ownership and information that stays with the client organization. More sensitive or highly technical issues like training or privatization studies are typically conducted by Stanton Group staff members.

Government customers...

We maintain a list of client references for specific project types. This information is available directly from our offices, but, as a courtesy to our clients, we do not publish it.

Specialty areas...

The Stanton Group includes specialists in organizational development, organization design, cost management, and training. Survey services are usually performed in the context of organizational design projects.

Consulting staff...

The professional staff of The Stanton Group is 12 full-time consultants.

Locations...

The Stanton Group is a virtual company. We maintain a limited office space at the above address, but the consulting staff work from home offices.

Stonefield Learning Group

416 Hillcrest Road
San Carlos, CA 94070

Telephone: 650-591-8966
Fax: 650-591-0559

Internet: www.slg.com

Point of Contact: Peter Stonefield
Telephone: 650-591-8966
Pager: 650-218-8966
E-mail: peter@slg.com

Our company...

Since 1983, Stonefield Learning Group (SLG) has successfully assisted it's private and public sector clients to achieve their goals. The phrase that best captures the spirit of what we do is "Build creative fires that take no wood"™. We believe that all individuals and organizations have an intrinsic drive to learn and make things better in their organizations and environment. Our aim is integrate learning into achieving real agency goals and objectives. We see our role as fully committed partners with you in achieving your mission and goals, and act primarily as catalysts and coaches. Our fundamental strength lies in our "agility"--our ability to quickly perceive your organizational constraints and opportunities and bring the best knowledge available (from all levels and from both inside and outside your organization) to the situation.

The best evidence of the power of our approach is that organizations using it have won the President's Quality Award and the GSA National Quality Award.

Core personnel...

Our people have extensive experience in organizational effectiveness from two important perspectives: internal executive and external consulting. This combination enables our team to work with foresight, empathy, shared experience, and hindsight. We are committed to:

- ▶ Catalyze improvement in organizational performance and learning
- ▶ Listen with understanding
- ▶ Communicate with candor and clarity
- ▶ Teach and model effective teamwork and agility
- ▶ Build effective client/consultant partnerships.

PETER STONEFIELD, B.S.E.E., M.A., PH.D., is President and founder of Stonefield Learning Group, consultant to corporations and government for over 15 years, speaker, organizational psychologist and the author of *Managing Innovation*. Dr. Stonefield was an electronic engineer and marketing executive for Bunker-Ramo Corporation. While at Bunker-Ramo, he initiated and organized the Center for Creative Problem Solving, a "think tank" for innovation.

William C. Buhl, Ph.D. was the Regional Administrator for the U.S. Department of Labor from 1976 to 1997: Winner of the Federal Quality Institute's Quality Improvement (QIP) Award - 1992; selected to receive the 1993 ASPA President's Quality Award; and included in a Federal Quality Institute publication as one of eight high performing agencies in the Federal government. Dr. Buhl has taught seminars and lectured on quality management at several colleges and universities.

Bill Shoemaker's management experience includes over 20 companies in industries ranging from pure service to heavy manufacturing. He has served at all levels from Operations Manager to Executive Vice President and has served on the boards of 9 corporations. He has implemented Quality Management practices in both manufacturing and service industries.

Carla Kincaid-Yoshikawa, MHROD, has worked with organizations in the public, private and non-profit sectors to develop more effective, high-performing teams and individuals. She has worked extensively with cultural diversity and communications issues to improve understanding and collaboration between individuals and within teams.

Preferred approach...

We begin by working with our clients to fully understand the agency's mission and role in government and society. We want to create the maximum value for the agency by helping people learn what works in their environment. Pre-designed prescriptive "answers" may no longer offer effective solutions in a changing environment. We want people to learn how to conduct inquiries that yield answers appropriate to their organization's unique circumstances. In short, we want people to learn how to learn more effectively as individuals, as teams and as organizations.

We facilitate learning that is integrated with and tied to real business performance. This produces significant results with less consulting intervention than any other known approach to improvement. Because our approach is heavily results-oriented, we find we are "in tune" with the mandates expressed in the US Government Performance and Results Act. The best evidence of the power of our approach is the organizations with which we have worked that have won the President's Quality Award and the GSA Administrator's Quality Award.

Government customers...

Leveraging Knowledge/Quality/Reengineering:

- ▶ Sharon Fuji, Regional Administrator, ACF, 415-437-8400
- ▶ Andrea Pearce, Manager QAT, ACF, 415-437-8475

Business Process Re-engineering/Systems Development:

- ▶ Robert F. Drakes, Division Director, GSA 415 522-3280
- ▶ Arthur Brown, Contracting Officer/Project Manager Easy Step, GSA, 415-522-3292

Quality Management:

- ▶ Timothy Reardon, Assistant Regional Administrator, DOL 214-767-6895

Specialty areas...

In our work, we emphasize three related areas of focus: Business Process Re-engineering using a total systems approach; Knowledge Management with an emphasis on exploring, identifying and enhancing knowledge sharing pathways, perspectives and behaviors within an organization; and Culture Change, through which we assist organization members to develop shared assumptions and values that lead to agile, effective and aligned responses to changing environments and technology.

Consulting staff...

Seven people nationwide.

Locations...

We offer nationwide services to clients from our headquarters office located on the West Coast.

Strategic Futures Consulting Group, Inc.

113 South Washington St.
Alexandria, VA 22314

Telephone: 703/836-8383
Fax: 703/836-9192

Internet: www.strategicfutures.com

Point of Contact: Jennifer Thompson, Principal
Telephone: 703/836-8383

Our company...

Strategic Futures Consulting Group, Inc. (Strategic Futures®) is a management and marketing consulting firm that helps clients craft and accomplish long-term goals and short-term objectives and transform into high-performance organizations. Our mission is to work with clients to sharpen definitions of a desired future, and to accelerate progress toward that future by collaborating with client efforts to plan, organize, develop, and motivate management and mobilize staff. *Strategic Futures®* believes that the full value of a concept is to be found in its implementation, and that effective leadership and management requires building community within the organization.

Core personnel...

Our core personnel are seasoned consultants with experience in government agencies and industries including biotechnology, telecommunications, manufacturing, hospitality, pharmaceutical, regulatory, and high-end retail. Government clients include: The State Department, the U.S. Department of Commerce, the Environmental Protection Agency, The Office of Personnel Management, and The U.S. Department of Housing and Urban Development, and Office of Thrift Supervision, to name a few. Each of our consultants are senior professionals who knows how to work within organizations at all levels from line staff to Senior Executive Service. We select our consultants for their expertise, their creativity, their customer responsiveness, and their flexibility.

Preferred approach...

We begin with an assessment consisting of interviews, focus groups, and survey work, as appropriate. *We analyze before prescribing...*

Government customers...

- ▶ Mr. William Duffy, Management Analyst, U.S. Department of State, 202/647-1368
- ▶ Mr. David O'Connor, Director, Office of Human Resources and Organizational Services, Environmental Protection Agency, Office of Administration and Resources Management, 202/260-4467
- ▶ Ms. Sallyanne Harper, Chief Financial Officer or Ms. Brigid Rapp, Program Management Environmental Protection Agency, Office of the Chief Financial Officer, 202/260-4855
- ▶ Ms. Ellen Seidman, Director or Mr. Arthur M. Oliver, Special Assistant, Office of Thrift Supervision, U.S. Department of the Treasury, 202/906-7965

Specialty areas...

Specific offerings include strategic planning, organizational analysis, customer service training, Business Process Reengineering, teambuilding, leadership development, training in cross-functional teams and matrix management, and instrumented focus groups.

Consulting staff...

Our core consulting staff consists of six senior consultants.

Locations...

Strategic Futures, located in Alexandria, Virginia, delivers consulting services nationwide.

Synergy, Inc.

1763 Columbia Road, NW
Washington, DC 20009

Telephone: 202-232-6261
Fax: 202-232-8359

Internet: www.synergyinc.com

Point of Contact: Mr. Gary Arnett

Our company...

Synergy is a professional services firm specializing in providing innovative solutions to important problems for our clients in the government and commercial sectors by delivering analytical products and information systems which are of high quality and provide high value, compared to cost.

With three decades of experience, Synergy has been using the most sophisticated analytical tools and up-to-date information technologies to meet the complex challenges faced by our clients. Focused on the systematic development of valuable information for functional users, Synergy's rapid prototyping of new programs to fulfill clients' needs has become our trademark of excellence. Using our experience, size, organizational structure, procedures and personnel, Synergy is able to excel in computer system development and integration management that, previously, only larger organizations have been able to provide. With exceptional analysis and systems capabilities producing superior and cost effective computer software, Synergy has been successful in applying diverse information sources with state-of-the art models and combining them with proven analytical methods to provide required solutions to meet the customers needs. Few firms are able to offer such a cost-effective spectrum of multi-disciplinary, creative and talented professionals and avoid the cost and bureaucracy that often attend similar efforts by other suppliers. Synergy's work is of the highest quality and is truly cost-effective.

Core personnel...

Synergy's staff is an resourceful, dedicated group of management scientists, mathematicians, economists, systems analysts, logisticians, military specialists, and support personnel who continually demonstrate success in their chosen fields. Synergy's goals and the challenges of its technical advances demand highly qualified professionals with demonstrated initiative and leadership. The team at Synergy has broad experience spanning many years - analyzing, designing, and advancing quantitative and qualitative analyses and information systems. Synergy's professionals define problems quickly, identify and analyze possible alternatives, and devise the most appropriate, cost-effective solutions. Synergy's staff also interacts effectively with all levels of the client's organization.

Forty percent of Synergy's technical staff hold advanced degrees, and more than 80 percent have formal analytical training in mathematics, economics, operations research, statistics, business administration, and computer science. Synergy employs well-qualified personnel who support Synergy and its client staff with high effectiveness/cost ratios. Most of Synergy's personnel have experience or education in multiple disciplines, and their extensive backgrounds ensure that Synergy and its clients receive the best solutions to their analytical problems.

Preferred approach...

Synergy's approach causes positive changes in performance resulting in quality solutions in terms of process and product. By working closely with your staff to define and understand your business information needs, Synergy integrates and tailors its methods to meld with your processes. At every

phase, Synergy works in lockstep with your business leaders to ensure that the solution not only works, but also is comprehensive.

Synergy specializes in providing tools to gather information, clean it, and organize it effectively to support the decision making-process. Drawing on our extensive background in providing analytical tools and models to assist with mission-critical decisions, we tailor a solution that specifically addresses your unique requirements.

This approach, refined over many years, has been proven successful because it involves your key decision-makers at every step. This team approach results in a thorough understanding of the requirement and promotes efficient use of development resources. The results have been nothing less than outstanding.

Synergy is your partner for quality solutions.

Government customers....

- ▶ Capt. Joe Martin, AL/HRGO, Wright Patterson AFB, OH 45433, (937)255-2602 (**LOGAID** (Logistical Analysis to Improve Deployability))
- ▶ Ms. Sandy Bednoski, HQ DSWA, 6801 Telegraph Road, Alexandria, VA 22310-3398, (703)325-6762 (**DNA4** - Nuclear Management Information System Migration (NUMIS-M))
- ▶ *Client:* Don Humphry, FMSO Code 9522, P.O. Box 2010, Mechanicsburg, PA 17055-2010, (717)790-4641 (**GS31/32** - Pipeline Tracking Analysis and Metrics System (PTAMS) New Development)

Specialty areas...

Synergy provides expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. This also includes studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to: strategic, business and action planning; systems alignment; cycle time; high performance work; leadership systems; performance measures and indicators; process and productivity improvement; organizational assessments, program audits, and evaluations.

Consulting staff...

Synergy's team of over 180 professionals operates from eight offices around the country.

Locations...

Headquartered in Washington, DC, Synergy has regional offices in Dayton, OH, Hampton, VA, Montgomery, AL, Oklahoma City, OK, Ogden, UT, Sacramento, CA, and Warner Robins, GA. Synergy offers state-of-the-art computer software and hardware specially developed to meet the complex challenges faced by our clients.

Tarallo Associates

13002 Grey Friars Place
Oak Hill, VA 20171

Telephone: (703) 758-1081
Fax: (703) 758-1082

Point of Contact: Vicki Tarallo, President
Telephone: (703) 758-1081
E-mail: vtarallo@aol.com

Our company...

Tarallo Associates is an organizational development consulting and training firm based in the Washington, DC area. Our mission is to help organizations innovate unique strategies, which are designed to create and maintain a high performing work force.

Core personnel...

Our core personnel are a highly qualified and experienced team of consultants committed to bringing to their customers a unique level of performance. Each brings a wide range of experience in strategic planning reengineering, facilitating, change management skills, and executive development.

Preferred approach...

Clients value our services because we focus on their needs, bring clarity to their issues and support them with problem-solving capabilities. We partner with our clients to understand their business issues from which we define, develop and recommend learning support systems. We work and consult with our clients throughout the process and provide evaluation and follow-up as required.

Government customers...

- ▶ National Imagery & Mapping Agency, Jeanne Williams, MSSS, D-89, 4600 Sangamore Rd., Bethesda, MD 20816-5003, (301) 227-2457
- ▶ Department of the Navy, Deputy Assistant Secretary of the Navy (CPIEEU), 1000 Navy Pentagon, Washington, DC 20350-1000

Specialty areas...

The expertise of our company includes organizational transition and change dynamics, computer assisted strategic planning, internal communication strategies, and accelerated learning techniques to achieve the desired results.

Consulting staff...

We currently have eight permanent consultants on our staff.

Locations...

We have another branch office within the United States located in Albuquerque, New Mexico. Our Project Manager at that site is:

Richard Merkling
1035 Red Oaks NE
Albuquerque, NM 87122

The Urban Institute

2100 M Street, N.W.
Washington, D.C. 20037

Telephone: 202-261-5605
Fax: 202-659-8985

Point of Contact: Harry P. Hatry
Director Public Management Program
Telephone: 202-261-5521
Fax: 202-659-8985
E-mail: hhatry@ui.urban.org

Our company...

The Urban Institute is a private, nonprofit, nationally-known research firm. The Public Management Program provides a variety of research, evaluation, analysis, and training activities aimed at strengthening public management and the outcomes of public programs. It works closely with the Law and Behavior Program, which is currently undertaking a number of projects for the U.S. Department of Justice.

The Urban Institute has a solid reputation for its research, performance measurement, and evaluation analysis capabilities.

Core personnel...

Program personnel have been involved with a wide variety of public management projects. They have performed activities related to performance measurement and performance management analysis for many years, including work with all three levels of government. The staff has considerable experience in a variety of aspects of performance management, including work on performance indicators (e.g. working with the Justice Management Division and Civil Rights Division) relating to the Government Performance and Results Act and the adaptation of such tools to help agency managers and their staff improve their programs.

Preferred approach...

In general, we prefer to work directly with agency and program staff, though we often are also called on to actually undertake development of specific performance measurement procedures, evaluations and related analyses. Even in the latter case we have generally undertaken development work in conjunction with program working groups. Our research and performance management/measurement efforts are aimed at building the capacity of the customer agencies.

Government customers...

- ▶ Conrad Katzenmeyer of the National Science Foundation (703-306-1655 x 5812)
- ▶ Nancy Rhett, U.S. Department of Education, Planning and Evaluation Service (202-401-1679)
- ▶ Alison Morris, U.S. Department of Justice, formerly of Justice Management Division, now with the Immigration Services Division (202-616-7759).

Specialty areas...

We have for many years developed user-friendly tools and manuals for performance management, including performance measurement (such as a "Guide to Program Outcome Measurement" for the U.S. Department of Education, reprinted June 19, 1998; and helped the Justice Management Division of DOJ in developing its "DOJ Managers Handbook on Developing Useful Performance Indicators", April 1995) and data analysis tools. We are currently completing a three-year effort with the International City/County Management Association to develop and test a benchmarking process for comparing and reporting across-agency performance on a variety of outcome and efficiency indicators for a number of key services, including police services. A major recent concern of ours is to identify approaches and procedures for encouraging and improving the ability of agency managers and staff to use outcome data to improve their services.

Consulting staff...

The Urban Institute's professional staff consists of approximately two hundred twenty-five people. The number that we would likely draw on for MOBS work is approximately a dozen.

Watkins Consulting, Inc.

1111 16th Street, N.W., Suite 400
Washington DC 20036-4809

Telephone: 202-861-0200
Fax: 202-785-8216

Point of Contact: Bernard G. Genevish
President

Our company...

Watkins Consulting, Inc. (WCI) is a management consulting and litigation support business. WCI is currently providing quality services to the **Department of Justice**, Civil Division. The firm, organized in 1990 with its corporate headquarters located in Washington DC, is committed to assisting federal managers. WCI provides support to executives in responding to the Government Performance and Results Act (GPRA), improving financial accountability in accordance with the Chief Financial Officers Act (CFO) and developing creative and innovative solutions to organizational improvement challenges. WCI's core services by approved Management, Organizational and Business Improvement Services (MOBIS) Special Item Numbers (SIN) are as follows:

SIN 1 – Consultation Services: Strategic Planning, Business Improvement, Change Management, and Performance Measurement

SIN 2 – Facilitation Services: Decision Support, Resource Allocation Integrated teams and Complex and Collaborative Alternative Analysis

WCI has provided in excess of 1.5 million hours of service to federal government agencies and corporations involved in developmental, business improvement and strategic implementation initiatives in these key areas:

- | | | |
|---|--|---|
| • Mission, Goal & Strategy Development & Implementation | • Resource Allocation Alternative Analysis | • Electronic Meeting/ GroupWare Tools |
| • Criteria for Improved Financial Accountability | • Business Process Reengineering (BPR) | • Organizational Development & Design |
| • Program Audits | • Benchmarking | • Cost/Benefit Analysis |
| • SWOT Analysis | • Quality Service Delivery | • Balanced Scorecard |
| • Critical Success Factor Analysis | • Stakeholder Identification | • Consensus Building/ Decision Analysis |

Core personnel...

The core personnel at WCI are highly trained and experienced professionals. The following are brief biographies for key consultants:

Bernard G. Genevish, President-CPA/MBA, has over 25 years experience providing public and private sector client assistance in strategic planning, business process reengineering and innovation, change management, and workgroup facilitation. Mr. Genevish has experience in design, development and management of performance based projects with breakthrough results for profit and cost improvement.

William C. Mertz is CEO and co-founder of WCI with over 20 years experience in providing large public and private sector clients consulting services directed specifically towards executive level policy and procedure development and execution. Mr. Mertz specializes in comprehensive organization analysis, cost/benefit modeling, forensic/investigative accounting, and litigation strategy development.

Eric W. Nerf, CPA/MSF, has over 15 years experience in financial and management consulting, auditing and accounting in federal and state governments and private industry. Recent projects include strategic and business planning, compliance reviews, financial modeling, and process improvement reviews.

Gary A. Bojes, CPA/MBA, has over 20 years experience in strategic, financial, systems and operations management in the private sector and as a manager of the FDIC. Mr. Bojes delivered results in strategic planning, implementation, alternative evaluation, BPR, right-sizing, outsourcing, training, and research.

WCI's key management team and consultants are committed to providing efficient and cost effective solutions to their clients in the areas of strategic planning, change management and facilitation services.

Preferred approach...

WCI has adopted a unique approach to management consulting founded in the application of quality collaborative technologies and methodologies. WCI's approach allows the client to remain in control of the way they conduct their business. Using collaborative tools and techniques, WCI advises and facilitates business teams through analysis, design, development, implementation, quality control and evaluation. By using a collaborative approach of this nature the client staff has an ownership stake in the outcomes, enabling them to better sustain advances accomplished during the engagement. WCI has earned the highest ratings, exceeds expectations, from its clients in a 1997 government contractor Supplier Performance Review independently prepared by Dun & Bradstreet. Criteria included; timeliness, problem responsiveness, level of quality service, total cost, technical support, delivery and attitude.

Government customers...

WCI has provided extensive services to the **United States Department of Justice (DOJ)**, Civil Division, as expert litigation support consultants on the Winstar cases. In this capacity, WCI has assisted DOJ attorneys in strategy development, investigative research, financial analysis and accountability. Contacts include **DOJ** trial attorneys:

- ▶ Robert Steinbuch, 202-305-0361
- ▶ Jonathon B. Taylor, 202-305-2992
- ▶ Mathew D. Lee, 202-305-7597

WCI has provided consulting and facilitation services to the **United States Postal Service**. These services include strategic and business planning – mission statement, goal, strategy, and performance measurement development – using facilitated work group sessions. Contacts for these **USPS** services include:

- ▶ Roy Gordon, IBIP Project Director, 202-268-3581
- ▶ James Buie, Manager, DECS, 03-280-7050
- ▶ Susan F. Ebbitt, 202-268-2213

Other United States government customers included the **Federal Deposit Insurance Corporation (FDIC)**, **National Performance Review** and the **Council for Excellence in Government**. Contacts at the FDIC include:

- ▶ Joan Spirtas, Dir. Budget & Planning, 202-416-7542
- ▶ Joseph Nairn, Dir. Corp. Accounting, 202-416-2105

Specialty Areas...

WCI personnel have extensive experience and expertise in the areas of Strategic Planning, Change Management, Meeting Facilitation and Decision Support Services. Examples include:

- | | | |
|---|--|---|
| • Mission, Goal & Strategy Development & Implementation | • Resource Allocation Alternative Analysis | • Electronic Meeting/ Groupware Tools |
| • Criteria for Improved Financial Accountability | • Business Process Reengineering | • Organizational Development & Design |
| • Program Audits | • Benchmarking | • Cost/Benefit Analysis |
| • SWOT Analysis | • Quality Service Delivery | • Balanced Scorecard |
| • Critical Success Factor Analysis | • Stakeholder Identification | • Consensus Building/ Decision Analysis |

WCI also has exceptional industry specific experience beyond the federal government including banking, litigation support, real estate, securities, insurance, electronic commerce, medical claims, and engineering.

Consulting staff...

WCI's consultants are experienced professionals. Typically, these individuals have advanced degrees and/or certifications in their area of specialty, security clearances, and a minimum of ten years of experience in providing management consulting services. To broaden our available resources for our clients – by industry, practice area and geographically, WCI maintains an affiliation of certified public accountant/management consulting firms across the country. In addition, WCI is closely affiliated with the major universities in the Washington DC metropolitan area. These relationships give WCI access to an experienced and expert consulting staff of over 100 professionals.

Locations...

WCI is a qualified "small business" headquartered in Washington DC with nationwide coverage and affiliated firm offices in Los Angeles, San Diego, Dallas, Houston, Minneapolis, and Tampa.

Windwalker Corporation

6726 Curran Street
McLean, Virginia 22101

Telephone: 703-790-5525
Fax: 703-790-3195

Internet: www.windwalker.com

Point of Contact: Barbara J. Waite
Telephone: 703-7905525
Email: bjwaite@windwalker.com

Our company...

Windwalker Corporation provides training and performance management services to government and commercial sector organizations. Experience and expertise is offered in organizational development and program planning, executive development, management and technical training, and training and operational program evaluation.

Windwalker's mission is to provide services distinguished by quality, innovation, cost-effectiveness, and integrity to enable client organizations to meet their performance requirements.

Core personnel...

Most Windwalker staff members have advanced degrees in such areas as human resource development, instructional design, instructional technology, educational measurement, business, communications, organizational development and related disciplines.

Windwalker staff are engaged in a wide range of activities, including evaluation of strategic planning processes and outcomes, organizational impact assessment of agency-wide employee education initiatives, training needs assessments, and development of new learning strategies and approaches to enhance access to electronic learning systems.

Preferred approach...

Windwalker's reputation for innovation and high quality consulting services and products is based in large part on its dedication to staying in the forefront of research and applications and our proven ability to apply those advances to client organizations. Windwalker has received numerous industry and client awards and citations for innovative and high quality services and performance improvement solutions.

Windwalker partners with its clients to ensure that management support is evident; requirements analysis, data collection, and solutions development are consistent with client organization culture and work environment; and to ensure that the knowledge, skills, and tools are available for internal agency staff to implement and maintain new systems.

Government customers...

- ▶ Dr. Robert P. Means, Chief, Office of Employee Education, Department of Veterans Affairs, 440-838-6046
- ▶ Robert Ehrhardt, GE Corporate Environmental Programs, Rehrhardt@corporate.ge.com
- ▶ Phyllis Mikolaitis, Xerox Corporation, DPS Sales and Support Education, 703-444-0397

Specialty areas...

The importance and significance of Windwalker's consulting services for MOBIS-related initiatives is its emphasis on management, communication, and custom solutions. When a federal manager is faced with implementing a new initiative such as the installation of a new computer system, the operations of the entire organizational system must be considered. Windwalker assists managers in planning strategically for such events; incorporating systems thinking in their planning; and examining work flow issues, staffing assignments, performance expectations, and changes in job performance skill/ training requirements. Windwalker's custom-developed solutions reflect client organizational mission, culture, work environment, and performance requirements.

Consulting staff...

Windwalker has twelve staff members and 20 consultants.

Locations...

All Windwalker assignments are currently performed from its headquarters in McLean, Virginia. Electronic media are used to communicate and transmit deliverables to users worldwide.

World Class Performance, Inc.

Route 1, Box 1209
Bridger, MT 59014

Telephone: (406) 662-3792
Fax: (406) 662-3798

Internet: www.wcperform.com

Point of Contact: William M. Metheny, President
Telephone: (406) 662-3792
E-mail: billmet@wcperform.com

Our company...

World Class Performance, Inc. is a small business which specializes in personalized consulting services oriented to the improvement of organizations through broader use of employee skills. This includes the use of Work Process Reengineering, employee Empowerment, and Work Teams.

World Class Performance, Inc. has elected to remain a small business, but has established business relationships with two exceptional consulting firms. These partnerships allow us to serve the needs of larger clients.

Core personnel...

The core consultants of World Class Performance, Inc. have extensive experience in consulting roles and as trainers. Additionally we have served in managerial and non-managerial roles in both government and business organizations. Our formal education includes undergraduate and graduate degrees in Production and Operations Management, Accounting, and Organizational Psychology.

Core consultants have worked in the U.S. Army, major public accounting firms, and in manufacturing and service businesses. As there is a need for additional consultants, World Class Performance, Inc. will avail itself of the expertise of two internationally-known consulting firms.

Preferred approach...

We have found that we can best serve our clients' needs through full understanding of an organization and its "customers." We prefer to hold initial meetings with key organizational members and as many others as possible. Yet we realize the value of our clients' time and the costs of consultant travel. Thus we have developed methods which allow us to complete much of our non-classroom assignments from our offices utilizing low-cost conferencing technology.

Government customers...

Since World Class Performance, Inc. is an emerging small business, we have as yet only provided services to one government customer. That customer was:

- ▶ Marlene Hanify, Financial Management Officer, Indian Health Service, Billings, MT, (406) 247-7187

Specialty areas...

World Class Performance, Inc. offers services under SIN 874-1 through SIN 874-5 of MOBIS. Within those areas, however, we feel our primary expertise lies in facilitation services and in Work Process Reengineering, two closely-allied areas which help to align organizational functions.

Consulting staff...

Our permanent consulting staff remains at two individuals. As needed, we can supplement our staff with consultants from Innovations Consulting International and The Fisher Group, firms noted for their expertise in Empowerment and Diversity (Innovations) and Work Teams (Fisher).

Locations...

World Class Performance, Inc. has a single office, located in Bridger, Montana.

XL Associates, Inc.

11300 Rockville Pike
Suite 709
Rockville, MD 20852

Telephone: 301-770-0090 or 800-844-0090
Fax: 301-770-2354

Internet: www.xla.com

Point of Contact: Michael S. Jones
Director of Consulting Services

Our Company...

XL Associates, Inc. is a seasoned, agile management consulting and human resources solutions provider that works for the government and for private sector customers. We focus on the optimization of technology, proven products and services, and best business practices.

XL's mission is to be the provider of choice for solutions that make the government work better for people. Our consulting motto is "Common Sense. Uncommon Results." We use a blend of proven methods and practices, innovative thinking, and flexible communications to achieve outstanding measurable results by whatever measurements you choose.

Core Personnel...

XL's people have a unique blend of business consulting, technical, and engineering experience, complimented by our formal credentials in business management, change management, finance, engineering, law, team-building, and adult learning.

Our value of diversity, continuous learning, mutual respect, and candid communications is central to our corporate culture. We share a common desire to produce the best products and services possible for our customers.

Preferred Approach...

XL has developed an approach to consulting known as "Multi-Dimensional TransAction". This "big picture" methodology ensures that we consider all significant disciplines, interfaces, and factors of influence when examining your situation and needs. We select innovative technology tools where appropriate, but are careful not to recommend "technology for technology's sake". As a result, we deliver the best possible solutions tailor-made for your situation and needs. XL's consultants are trained to approach each assignment as an integrated model, to deliver workable, implementable, value-added solutions. In summary, we realize that each customer's requirements are unique and that "one size does not fit all".

Government customers...

- ▶ Mr. James Winter, Dept. of Energy, Contract Technical Representative, 301-903-2874
- ▶ Mr. Joseph King Dept. of Energy, Contract Technical Representative 301-903-6150
- ▶ Mr. Steve Catlin, U.S. Agency for International Development, Office of Foreign Disaster Assistance, Program Officer and Military Liason, 202-712-0557

Specialty areas...

XI is equally adept at all 5 of the MOBIS Service Areas (consulting, survey services, training services, and support services).

We have developed special expertise and experience in strategic planning, project management, Year 2000 "embedded systems" programs, and outsourcing solutions design. We also provide call center consulting services for inbound and outbound call center environments.

Consulting staff...

Currently, XL has approximately 20 consultants in our Rockville, Maryland office and approximately 5 consultants in our Oak Ridge, Tennessee office.

Locations...

Mid-Atlantic, Southeast, Northwest

Z, Inc.

8630 Fenton Street, Suite 510
Silver Spring, Maryland 20910

Telephone: (301) 585-3403
Fax: (301) 495-7735

Internet: www.zonline.net

Points of Contact: Michael Sperato, Director
Telephone: (301) 585-3403 ext. 604
E-mail: msperato@zonline.net

Joseph Bross, Executive Vice President
Telephone: (301) 585-3403 ext. 611
E-mail: jbross@zonline.net

Our company...

Z, INC. is a professional services firm, specializing in life cycle information systems services and technical and analytical support services. Founded in 1983, we are a small business, headquartered in Silver Spring, Maryland. We have compiled an unblemished record of past performance on dozens of contracts and hundreds of task orders for the Federal Government. **Without exception, we receive consistently superior ratings from our clients for timeliness, service quality, ongoing support, employee attitude, and total cost.**

Core personnel...

Z, INC.'s success has been attained by attracting and retaining a core staff of management and technical personnel who are committed to staying abreast of new, innovative concepts and approaches. As a group, our personnel have been employees of Z, INC. for an average length of eight years. Our staff turnover rate is less than five percent per year.

Our core staff has extensive education and experience in business administration, operations research, law, economics, information resources management, information technology, and statistics. On occasion, we also use our existing relationships with proven, experienced subcontractors to supplement our core competencies.

Preferred approach...

Z, INC. recognizes that many consultants promise much, but fail to deliver meaningful, lasting, quality improvements that meet client expectations and budget realities. We prefer a low-key approach that focuses on ascertaining the organization environment for process improvements, sets mutually agreed upon priorities, establishes realistic objectives, and delivers incremental results. We want our customers to have visibility into our activities so that we can jointly evaluate progress and direction. We ensure proper feedback mechanisms are built into our projects. We want to validate our effectiveness and be able to make in process course corrections in a timely manner. This is Z, INC.'s approach to "partnering" with our customers.

Government customers...

- ▶ Mr. Ronald O'Neill, Department of Energy, (202) 586-9884
- ▶ Mr. Michael Lee, Department of Labor (202) 693-1721

- Mr. John Geidl, Department of Energy, (202) 254-5570
- Larry Livesay, Federal Deposit Insurance Corporation, (703) 516-5852

Specialty areas...

Z, INC.'s multi-disciplinary skills are offered under SIN 874-1, Consulting Services; SIN 874-2, Facilitation Services; and SIN 874-3, Survey Services under the MOBIS contract. Our specialty areas include Program Evaluation, Performance Measurement, Process Improvement, Change Management, Decision Support Services, Best Practices Assessment, and all aspects of Survey Services.

Consulting staff...

Our current consulting staff comprises approximately eighty full-time staff located in the Washington, DC metropolitan area and in Dallas, Texas.

Locations...

In addition to our Silver Spring, Maryland headquarters, we have a new location in Dallas Texas. We can also provide support out of various subcontractor locations nationwide.